United States distric court

NORTHERN DISTRICT OF ILLINOIS

LAW DIVISION

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SAKIE SCOTT,)	CIVIL ACTION
PLAINTIFF)	
)	
)	NO. <u>08CV1457</u>
v	```	

ILLINOIS STATE MEDICAL INSURANCE SERVICES,
DEFENDANT

AMENDED COMPLAINT

DISCRIMINATION, HARASSMENT, RETALIATION, HOSTILE WORK
ENVIRONMENT, UNLAWFUL DISCHARGE, DEFAMATION OF CHARACTER,
FAILURE TO PROMOTE:

- For purposes of this Complaint, Illinois State Medical Insurance Services, Inc.
 shall be hereinafter referred to as "ISMIE". Laura Hutchinson shall be referred to
 as "Hutchinson". Sheila Coghlan shall be referred to hereinafter as "Coghlan".

 Jacinth Stokes shall be referred to as "Stokes". Donna Gentiles-Karas shall be
 referred in her capacity as Assistant Vice President of "Human Resources".
- Plaintiff began employment with ISMIE on July 1, 2004 as an Underwriting
 Secretary. Plaintiff remained in same position throughout employment until

February 20, 2008. Plaintiff received first evaluation (6 months) in December 2004. Evaluation was standard language for a new employee. (See Exhibit B)

- 3. Plaintiff received first annual review dated July 1, 2005. Hutchinson's first negative remarks were related to "distractions, occasional errors and socializing in the department". (See Exhibit C). Hutchinson didn't realize that issues came up on a regular basis which caused Plaintiff to have contact with the underwriters, technicians and mail room staff to discuss business. This was explained to Hutchinson on numerous occasions. Because the office consisted of 7 ft. individual cubicles, it was easier to directly approach that individual rather than telephone.
- 4. Plaintiff states that there was no further work related communication between July 2005 and September, 2005 that was significant. Plaintiff contacted Human Resources and scheduled an interview for the Underwriting Technician position that became available. Even though the "selection committee" consisted of four individuals, Hutchinson and Coghlan were the two main individuals with the most influence on the decision making process because of their positions in the department as Assistant Vice President and the fact that they are close friends that dined together daily.
- 5. The first interview was scheduled for October 11, 2005. Coghlan and Hutchinson cancelled without any notice to Plaintiff, even though Hutchinson was the immediate supervisor to Plaintiff. When Plaintiff arrived at Hutchinson's and

Coghlan's office and found it empty, Plaintiff e-mailed them for an explanation.

No response was given from Hutchinson and Coghlan that day. (See Exhibit R)

- 6. Christine Majerik of Human Resources called to say that the meeting was cancelled. The interview was scheduled for a couple of days later which resulted in a negative outcome for the Plaintiff. The interview was conducted with Frode Brudvik, a former employee, Michi Smith, Laura Hutchinson and Sheila Coghlan.
- 7. On October 24, 2005, Plaintiff was notified by Human Resources (Christine Majerik) that the job was given to another individual, Pamela Phelps, (a younger Caucasian female), from outside of the company. Plaintiff sent an email to Human Resources questioning the decision. Christine Majerik responded that no reason was given. Plaintiff could only surmise that Coghlan and Hutchinson conspired together to hire a Caucasian to fill the position and succeeded in their efforts to discriminate against Plaintiff. Hutchinson who had daily contact with the Plaintiff never made any comments on the decision. (See Exhibit)
- 8. In February of 2006, a position became available in the claims department as a Claims Representative. Plaintiff interviewed with Kelly Kehoe, Manager and Christine Renfrow, Assistant Vice President of the Claims department. Both interviews went extremely well and the conversation all but assured the Plaintiff that she had the position since she had over 20 years experience in the legal field and fit the job description. Sometime between February 24, and March 1st, Hutchinson spoke with Kehoe and/or Renfrow of the Claims department and gave them such a negative report on Plaintiff that the job was given to another

individual. This individual was another younger, Caucasian female from outside of the company. The Plaintiff's contends that her life experience (age 50), 20 years previous experience in the legal field as a Certified Paralegal/Legal Assistant from Roosevelt University, and part-time Grant Accountant experience at Chicago State University, should have qualified for the entry level position in the claims department.

- On March 5, 2006, Plaintiff received a telephone call from Greg Davis stating that Hutchinson had blocked the transfer. Kelly Kehoe personally approached the Plaintiff and stated the same regarding Hutchinson's statements blocking the transfer. Plaintiff was in "awe" of the decision and went to Hutchinson's office to inquire about the negative information that was given in her response to the transfer. Hutchinson stated that "you still have issues with your work". When Plaintiff questioned Hutchinson about what she was referring to, Hutchinson remained silent. Plaintiff was at this point beginning to feel uneasy about Hutchinson as an immediate supervisor and her ability to communicate more effectively with staff members.
- 10. Kehoe and Renfrow tried to intervene on behalf of the Plaintiff by consulting with Tim Saunders, Vice President of Claims, but were informed that there was nothing he could do to override Hutchinson's remarks which ultimately precluded the Plaintiff from transferring out of the underwriting department. (Witnesses: Kelly Kehoe, Christine Renfrow, Greg Davis and Tim Saunders)

- 11. There were no negative discussions between Plaintiff and Hutchinson between March '06 and July '06. Plaintiff was sure that the upcoming evaluation would be "TRUE AND CORRECT". One week prior to Plaintiff's evaluation in July, 2006) Plaintiff processed 567 loss history letters in two days (an extraordinary amount of work from one individual). This effort was not noted on the upcoming evaluation. (See Exhibit D)
- 12. There were numerous requests made by Plaintiff of Hutchinson to assist others with their backlog of work. Plaintiff was also responsible for a myriad of backup duties during the absence of her co-worker, Carol Smith that included; incoming mail, processing faxes, end of day and mailing previous invoice, that she would sometimes be responsible for IN ADDITION to her normal daily tasks. (See Exhibit Z)
- 13. Management met with staff to discuss an upcoming unit luncheon in early

 December, 2006. At the luncheon it was stated that the staff "was not to order

 two entrees". The purpose of this discussion was because of an employee, Tanya

 Moorer, who ordered two separate entrees from the previous unit luncheon at the

 Grand Lux Cafe. On December 11, 2006, the office attended the luncheon,

 Plaintiff ordered a "surf and turf". After the luncheon, Keith Evans reported back

 to Hutchinson that the Plaintiff ordered a "surf and turf" meal. (See reference to

 this action further in this Complaint)
- 14. Plaintiff was called into the office at 4:15pm, and asked to close the door and grilled about the lunch that was ordered. Hutchinson asked the Plaintiff why she

ordered a "surf and turf". Plaintiff explained to Hutchinson that a "surf and turf" meal was not considered two separate entrees and that cost of the meal was never discussed at the prior meeting, rather the number of entrees ordered by each individual. Plaintiff also explained to Hutchinson that there were no additional appetizers, drinks, or desserts ordered like the others which would make up the price difference. Plaintiff also advised Hutchinson that if price were an issue, it should have been mentioned in the meeting.

- 15. Further, Plaintiff contends that ISMIE spends thousands of dollars on food for their employees several times a year and that price has never been an issue, but rather another way for Hutchinson to display her tactics of harassment. Plaintiff stated that ISMIE's wasteful spending of money on food at various meetings make it impossible for Hutchinson to question one lunch ordered by a staff member. At the end of the meeting, Hutchinson actually asked the Plaintiff "did you finish the meal"? (Witnesses: Edna McLauren, Charlotte Jackson, and Georgia Thompson who are employed in the meeting services department.)
- 16. Hutchinson's continued negative remarks regarding the Plaintiff's work in evaluations, constant tactics of harassment and creation of a hostile work environment prompted the Plaintiff to lodge a complaint against Hutchinson with Human Resources on December 14, 2006 covering a series of events that occurred between 07/2004 and 12/06. (See Exhibit E)
- 17. On January 11, 2007. After inquiring about the status of the Complaint, Plaintiff received an email from Human Resources stating that the investigation was

complete. When Plaintiff asked for documentation regarding the investigation,
Plaintiff was emailed by Donna Gentiles-Karas that this information was
confidential and that there was no documentation that could be given to the
Plaintiff regarding the Complaint. (See Exhibit)

- 18. Plaintiff received another evaluation from Hutchinson on July 2007 which deteriorated even further in content and percentage of raise. Hutchinson listed tasks on the evaluation which did not belong to Plaintiff. The number of items marked in the "Does Not Meet Expectations" category DRAMATICALLY since the 2006 evaluation.
- 19. Plaintiff questioned Hutchinson to find out why she never received any type of disciplinary action if the work had deteriorated so heavily during the list year.
- 20. Hutchinson tried to give the illusion that "typing" was the primary task of the Plaintiff and that the typing precluded the Plaintiff from achieving higher standards from within the department. Plaintiff questioned Hutchinson about the remaining negative remarks during evaluation even stating that "maybe you have the wrong evaluation". As a "manager in training" Stokes was allowed to witness the discussion between Plaintiff and Hutchinson but not allowed to intervene since she had no PRIOR or "REAL" authority over Plaintiff. Plaintiff realized that Hutchinson was trying to justify the actions taken to preclude the Plaintiff from advancement into the Underwriting technician position recently. Stokes was not considered a viable candidate to make decisions or pass judgment on employees as a "trainee."

- 21. Plaintiff states that on the few occasions that she tried to approach Stokes, she was reprimanded by Hutchinson that she was only to report to her and not STOKES.
- 22. Hutchinson was questioned by the Plaintiff about the decrease in raise by one point since the prior evaluation, Hutchinson responded that "it is not lower", which indicates that Hutchinson's overall intentions were to keep the Plaintiff from advancing in the company and department.
- 23. Plaintiff applied for the position of Underwriting Technician for a second time, which would have been a promotion in the Underwriting department. On June 29, 2007, Plaintiff was granted an interview with no advance notice. Hutchinson was also present at the meeting which showed a conflict of interest since she was Plaintiff's immediate supervisor and had a complaint lodged against her.
- 24. Plaintiff states that during the interview, Coghlan exhibited a very condescending attitude, occasionally glancing at Hutchinson for her reaction.
- 25. Plaintiff contends that during the interview for the Underwriting Technician position, Coghlan was very curt and crude. Coghlan began asking questions that were not relevant to the job at all. Coghlan took the time to ensure that the questions she posed to the Plaintiff were ones that could not be answered unless a person was trained in that position or to "prep" a person from outside of the company with the answers of such confidential information.
 - 1. "What goes on the Prep side of the folder?"

2.

- "Why didn't you ask to be trained in Greg's position prior to his departure"?
- 3. "Why haven't you applied for anything outside of the Underwriting department"?
- 4. "Aren't you in a nursing program in school"?
- 5. "What school do you attend"?
- 6. "What classes are you taking?
- On several occasions, Plaintiff tried to answer questions posed by Coghlan, however, before Plaintiff could begin to answer a question, would interject with another question. Coghlan became so belligerent during the interview that Plaintiff didn't get a chance to comment on any other questions before being rushed out of the office. Further, the remaining questions were only issues that Davis, himself, would know since he was Coghlan's "personal secretary" occasionally running errands that sometimes included transporting Coghlan's expensive jewelry for repairs.
- 27. Plaintiff states that Coghlan continued to "reprimand" and "humiliate" Plaintiff in front of her close friend and confidante, Hutchinson during the interview process. At the end of Coghlan's interview turned "interrogation", Coghlan asked Hutchinson if she wanted to add anything. Hutchinson replied "Aren't you taking a biology class?" This interview had become a "game" between Hutchinson and Coghlan.
- 28. On July 1, 2007, Plaintiff received a PREDATED letter for June 20, 2007 stating that they had selected another individual for the position (Bill Blake, a causasian). When the Plaintiff realized this letter was dated June 20, 2007, ONE WEEK PRIOR TO THE INTERVIEW, it became clear that Hutchinson, Human

Resources and Coghlan had previous knowledge that Plaintiff wasn't going to be promoted since the interview date was June 29, 2007, NINE DAYS AFTER THE LETTER WAS WRITTEN. Plaintiff states that her co-worker and "personal friend", Davis, had indeed confided in Coghlan that Plaintiff was going to apply for the position since other questions were ONLY known to Davis. (See Exhibit)

- 29. Plaintiff also states that it was at this time that she realized that Coghlan knew of all of her personal information regarding outside work activity through Greg Davis, the former employee and personal secretary to Coghlan.
- 30. Even though Plaintiff was more than qualified and experienced for the position, Hutchinson and Coghlan conspired to deny Plaintiff the promotion for a second time. Blake (caucasian) is a personal friend and neighbor of Coghlan's. Because Blake had no office work experience, Coghlan had to assist him in completing his employment application. (Witnesses: Gentiles-Karas, Brenda, Receptionist, Coghlan, Hutchinson) Blake's sister is Coghlan's babysitter. Plaintiff also contends that the position was actually a secretarial position and that only recently did it become upgraded to Technician after Davis had exceeded the amount of money that could be paid to a secretary. (See Exhibit CC)
- Plaintiff contends Coghlan and Hutchinson are "inseparable" on the job which 31. was a conflict of interest for the interview held by the two individuals to act in their capacity collectively. Witnesses (Underwriting and Claims employees).

- Plaintiff states that Hutchinson worked with Coghlan to keep Plaintiff from 32. obtaining the position of Underwriting Technician that became open in June 15, 2007. Plaintiff contends that Davis' position only reported to Coghlan for typing and/or very private, personal projects and PREP was strictly confidential because of the HIPPA Act.
- Plaintiff contends that Coghlan was a personal friend of the employee, Davis, that 33. departed from "ISMIE" on July 15, 2007. Plaintiff discussed the possibility of applying for the position that he was vacating. Davis informed the Plaintiff that Coghlan had already decided who she was going to bring in to fill the vacancy PRIOR to the job posting at work. Plaintiff still felt that it was her right to try and pursue the position even though Coghlan chose to hire her neighbor and personal friend, Bill Blake.
- Plaintiff requested one day off "unpaid" on November 21, 2007 to attend a 34. doctors appointment. When Plaintiff realized from the manual that this was not possible, the request was rescinded, although provisions had been made by another employee, Tanya Moorer, to travel abroad in December, 2006 with no accrued time available through a different supervisor, Stokes.
- Hutchinson and Gentiles-Karas collaborated together to write up a Notice of 35. Corrective Action on November 5, 2007 for probation based on "excessive absenteeism" even though Plaintiff HAD NOT EXCEEDED ANY accrued time off for the year.

- Plaintiff sought out the assistance of Human Resources via email in December of 36. 2007, to try and resolve this matter. However, there was no response to email. (See Exhibit I).
- 37. Plaintiff states that upon reviewing her file, for further action, she discovered a Notice of Corrective Action form for warning on absenteeism that had been sent in with the response from Defendant.
- 38. Plaintiff states that Hutchinson and Gentiles-Karas, Human Resources conspired to generate a "bogus" warning. Plaintiff never received such warning and it was unsigned and undated. In the letter dated November 9, 2007, from Defendants attorney states that the Plaintiff did was not given the "warning" because they did not want the action to appear retaliatory" therefore this disciplinary action was skipped. (See Exhibit L)
- Plaintiff also discovered a response from Hutchinson which was "supposedly" 39. typed in December of 2006, while reviewing the ISMIE response from ISMIE's attorneys. Plaintiff realized that ISMIE had placed Hutchinson's response to the complaint lodged in **DECEMBER 14, 2006** in the Plaintiff's EEOC file. (See Exhibit L)
- 40. Plaintiff states that when she questioned Gentiles-Karas, from Human Resources, her email states that this information was confidential. (See Exhibit E)

- Plaintiff states that there is no **REAL** evidence that Hutchinson actually typed this response in answer to the Complaint filed in December 2006 since this document was never revealed to the Plaintiff.
- 42. Hutchinson's "Memo to File" is filled with erroneous statements. See below:

 (See Exhibit L)
 - "¶I. Hutchinson states that she has no recollection of the first interview scheduled. Hutchinson's statement is untrue. (See Exhibit X)
 - "¶2. Hutchinson states that "Sakie's responsibility is to provide secretarial support to me". As stated above in this complaint, I have never been Hutchinson's secretary in the 3 ½ yrs, with ISMIE. My primary task was to process new business screening and loss history letters. (See Exhibit Y) Hutchinson's statement is untrue.

Hutchinson created tasks that were demeaning to Plaintiff in an effort to further humiliate Plaintiff in the department such as: "coming to her office five times a day just to "check in" even if there were outstanding issues and to deliver Xerox paper to her office" These tasks constantly removed the Plaintiff from her daily flow of work. Plaintiff was not Hutchinson's "personal secretary", but rather a new business screener. (Note: When Plaintiff's duties changed in July of 2007, Carol Smith, a causasian female, took over the task of typing weekly PUMA minutes for Hutchinson. Plaintiff asked if she had to transport reams of Xerox paper into Hutchinson's office and the response was "no".) Hutchinson even scheduled Plaintiff to move equipment when the Plaintiff was out of the office on vacation. (See Exhibit Z)

It was a known fact in the entire office that Plaintiff had double bypass surgery recently and could not lift items as stated due to the unstable angina that the Plaintiff suffered with occasionally.

Hutchinson continued to make such requests on Plaintiff. In December, 2007, sent another email to Plaintiff to remove boxes of paper which weighed at least 50-100lbs lbs, even though there were at least 15 men in the department and the **Plaintiff was on vacation that day**. Plaintiff had to solicit the assistance of Blake, Sullivan, Davis and Schmidt on several occasions. (See Exhibit Z)

"¶ 3." Plaintiff states there were never documents typed for Hutchinson created initially by Plaintiff as stated in the memo. The documents that Hutchinson refers to are one page documents that were "EDITED" and consisted of making

additions or deletions weekly according to the meeting. On occasion Ronald Koves, Underwriter would generate the changes to be made on this document. Documents summaries reveal the history of each document and the number of times that it was accessed on each occurrence. Plaintiff contends that the number of revisions usually consisted of two times per occurrence. Initial access to open and second time accessed to open and send to Hutchinson and the rest of staff.

No document was ever created "initially" by Plaintiff because all of the documentation in the system were created by previous employees in that position. Plaintiff basically typed one document per week. Other documents typed consisted of "boilerplate language" which only required the addition of a physician name, date, etc....Hutchinson seemed to be "out of touch" with the Plaintiff actual duties (See Exhibit P).

- "¶ 4", Hutchinson states that the Plaintiff needed to "focus more on her work and less distractions on the floor". Plaintiff states that it was explained to Hutchinson consistently that these "social distractions' were work related and that it was the easiest way to communicate with other staff members especially when the Underwriting department went paperless.
- "¶5." did not know how to react in situations that involved controversial matters. Hutchinson never contacted the other individual in the Plaintiff's cubicle. A witness Carol Smith, who initially sat next to Plaintiff in the same corridor, heard the two employees in the cubicle having conversation. Plaintiff contends that Hutchinson lacked the supervisory skills to handle this matter in a more effective manner. Because of Hutchinson's actions in this matter, there was more of a hostile work environment created with Plaintiff, Willet Welch and Keith Evans.
- § 6. Hutchinson states that Michi Smith had conversations with Jon Olson, Sean Sullivan and Terry Moore on November 21, 2006, and that the Plaintiff was "totally distracting" because of "loud noise, personal calls and cell phone usage during business hours." Plaintiff contends that Hutchinson's statements in this paragraph have embellished the truth to make it appear that Plaintiff was creating a "partylike" atmosphere on a regular basis. Plaintiff contends that the phone activity that were heard by others were prefabricated statements. Plaintiff contends that Olson did move his desk immediately after the Plaintiff moved to the next cubicle. Plaintiff also states that because she ws in such close proximity to Olson prior to the move, if Plaintiff was so "disruptive" during three years of employment with ISMIE, something would have been mentioned before 2007. Plaintiff also states that this statement in Hutchinson's "Memo" is questionable because of the other individuals in the same corridor weren't questioned: (Deborah Connie, Wendy Roberson and Beth McNicholas.

Plaintiff also contends that Sullivan was guilty of the same accusation himself as stated in the above paragraph. Sullivan, Welch, and Schmidt engaged in "partylike" activity continuously. (Witnesses to this activity were Deborah

Connie, Carol Smith, Brenda Cowens, Jamie Donovan, Sarah Maddock, Wendy Roberson, just to name a few. Hutchinson's accusations are unfounded in this paragraph. Plaintiff was located furthest from the rest of the staff on the end wall where no one else was located for constant "socializing". Hutchinson was oblivious to the actions that occurred in the department as a whole since her office was located in another section of the floor.

- After an illness on January 7, 2008 to January 9, 2008, Plaintiff returned to work 43. with a doctor's note for the two days taken off even though a note was not warranted until the employee was off more than three consecutive days. Plaintiff was directed by Human Resources three times to have the physician rewrite the doctor's statement upon returning to the office. (Witnesses: Joy, Dr. Prem Hammond Clinic.) (See Exhibit O)
- 44. During the Plaintiff's time off, Hutchinson continuously telephoned various family members that contributed to an additional amount of stress on the family members. Also, during Plaintiff's time off, Hutchinson and Stokes met with the Underwriters and Technicians to have them alert them of any ISSUES made in the New Business Screening that Plaintiff processed contributing further to create a "hostile work environment".

UNLAWFUL DISCHARGE

- 45. On January 21, 2008, Plaintiff took ill from unstable angina and highly elevated blood pressure and received a doctor's statement which was faxed to HR. Plaintiff's mother called in sick for the Plaintiff and spoke with Hutchinson on January 22nd, 2008, and stated Plaintiff was going to be out sick.
- 46. Plaintiff telephoned and stated to Hutchinson that the time off would be extended

to January 28th, after a visit to the cardiologist for follow-up. Plaintiff faxed a doctor's statement to Human Resources "Until Further Notice" for a return date.

Filed 05/05/2008 _

- 47. After all accrued time had been allotted, ISMIE, Human Resources, Gentiles-Karas advised that the Plaintiff would she would have to have forms signed for Short Term Disability if she would be out indefinitely.
- On February 13, 2008, Plaintiff sought a second opinion who had just become 48. employed with the clinic the week before in the cardiac unit for further medical treatment. The Plaintiff's blood pressure was still too elevated to return to work. Therefore, the short term disability forms were signed by Brian Kraus, C-FNP and faxed to the Human Resources department. Defendant refused to accept the forms for short term disability stating that this he was not a "physician" and then subsequently the Plaintiff was terminated on February 20, 2008. (See Exhibit O)
- 49. Defendant, Human Resources willfully lied in the Letter of Termination dated February 20, 2008, stating that "on February 14, 2008, a call was placed to Hammond Clinic and that they spoke with Ms Susan Archie, employee, confirming that Brian Kraus was not a doctor, he was a nurse practitioner." (Exhibit O)
- 50. After receiving the letter on February 21, 2008. Plaintiff personally drove to the Hammond Clinic and confronted Ms. Susan Archie regarding the statement that was in the Letter of Termination.
- 51. On Friday, February 25, 2008, Ms. Cathy Zackiewicz, the head of Patient Services at Hammond Clinic, telephoned the Plaintiff stating that "no one in her office had spoken with anyone with ISMIE", and that she was "outraged that the Defendant

would try and implicate Hammond Clinic in what appeared to be "some type of finalization of employment" between the Plaintiff and her employer. A letter was sent to ISMIE, Human Resources stating the same and a copy is attached to this complaint hereto. Witnesses: Cathy Zackiewicz and Ms. Susan Archie of Hammond Clinic. (See Exhibit O).

- 52. Plaintiff received another letter dated March 5, 2008 from the Defendant's attorney in response to the letter sent to ISMIE from Hammond Clinic. Defendant's attorney states that she "personally" spoke with someone from Hammond Clinic. (See Exhibit O)
- 53. Plaintiff states that there is no mention of this conversation anywhere in the Letter of Termination dated February 20, 2008 from the Defendant (ISMIE).
- 54. Plaintiff also states that there was never any mention of the attorney's involvement from Human Resources in this matter until the letter was received on March 6, 2008.
- 55. Plaintiff maintains that Hammond Clinic has denied any conversation or communication of any type with ISMIE regarding this "alleged" conversation between the ISMIE attorney and the Hammond Clinic employee, Ms. Susan Archie, HIPPA Director.
- 56. Plaintiff states that she is still attending Hammond Clinic for closure in this matter and that as of April 3, 2008, Ms. Zackiewicz still maintains that Hammond Clinic has had no prior conversations with anyone from ISMIE or anyone associated with ISMIE on behalf of the Plaintiff.

COGHLAN'S AFFIDAVIT

Case 1:08-cv-01457

- 1. On September 27, 2007, Plaintiff filed a formal complaint with EEOC against Defendant.
- 2. Coghlan submitted an unsigned and un-notarized affidavit to EEOC which is an evidence of the collaboration between she and Hutchinson to keep Plaintiff from receiving a promotion. Plaintiff contends that this Affidavit is not a legal document since it lacks a signature and date. (See Exhibit N)

HUTCHINSON'S AFFIDAVIT

- 1. At times, Hutchinson seemed "out of touch" as evidenced in the Affidavit submitted to EEOC. Hutchinson's lists several tasks that WERE NOT the responsibilities of the Plaintiff. (See Exhibit X for 2006 and 2007)
 - * incoming correspondence (Carol Smith)
 - *screen loss letters (Sarah Maddock and Corliss Benedict)
 - *mailing documents (Mail room)
 - *rate sheets (technicians)
 - *copy applications (mailroom and publications)
 - ¶7 Harassment see complaint by Plaintiff
 - ¶8 On several occasions Plaintiff tried to advise Hutchinson of backlogs created by Deborah Connie (temporary) in the loss history indexing but was denied a chance to help rectify the situation. (Witness: Sarah Maddock and Carol Smith, Deborah Connie (Temporary) Hutchinson stating that it was "the temp's responsibility). This was happening on a regular basis.
 - ¶Hutchinson sites work performance problems continuously over 3 1/2 years in every evaluation, however Plaintiff never received any type of disciplinary action from Hutchinson. Hutchinson was capable of termination as evidenced by first Underwriting

technician hired in place of Plaintiff, Pamela Phelps in October, *2005.* ¹

- Hutchinson states "a pattern of tardiness" that she herself ¶10. was guilty of during the Plaintiff's entire employment with ISMIE. Hutchinson start time was 8:30am but on every occasion reported to work at approximately 8:50am. Everyday except on Thursdays when she had a 9:00 am meeting to attend. Hutchinson did however change her habits during the unsubstantiated probation that Plaintiff was placed on November 5, 2007. During this time Hutchinson literally raced in past Plaintiff desk at 8:00 am in an attempt to "catch" Plaintiff with late arrivals as evidenced by the (Electronic Key Device ("FOBS")
- Hutchinson became obsessed with trying to find any and everything negative she 2. could find in an effort to "write up" the Plaintiff.

2004-2005

- 1. work performance problems
- 2. serious concern
- 3. consistent errors
- 4. tardiness created additional work for Hutchinson and staff 2005-2006
 - 5. constant tardiness
 - 6. improve time and organization skills
 - 7. too many distractions and socializing, yet Hutchinson suggests to interrupt flow of work to report to her office 5 times daily.

2006-2007

- 1. continued work problems
- 2. poor quality of work
- 3. additional of absenteeism
- 4. constant socializing throughout day inconsistent statements: "Backup work done well but regular tasks constantly erred.

STOKES AFFIDAVIT

Plaintiff states that because this individual had no authority over Plaintiff, 1. Affidavit is only included as an Exhibit to this Complaint.

- Plaintiff states that Stokes' Affidavit was of a "personal" nature and cannot be 2. considered a TRUE and CORRECT accounting of Plaintiff's work history with ISMIE in her role as Manager (July 1, 2007-January, 21, 2008, a period of six months).
- Plaintiff also states that Stokes only became Manager of the Underwriting in 3. the summer of 2007 and was in no position to write an Affidavit since Plaintiff was not allowed to consult with her on issues in the Underwriting Division except during the absence of Hutchinson which was no more than 1 week during the time period. (July 2007 – January 2008)
- Plaintiff states that Stokes was "close friends" with Willet Welch, technician 4. who was involved in the incident that Plaintiff questioned
- Further, Plaintiff states that Stokes was still under training with Hutchinson 5. and not qualified to make sound decisions or pass judgment on employees on her own as of January, 21, 2008.
- Stokes was merely a witness as to incidents involving Plaintiff and 6. Hutchinson.
- Plaintiff was reprimanded by Hutchinson a number of times regarding any 7. discussion between she and Stokes.
- Plaintiff states that Stokes' Affidavit is filled with erroneous statements 8. regarding constant loud noise and poor work performance stemming back to when she was first promoted during Plaintiff's employment with ISMIE as an Underwriter trainee, Underwriter and Underwriting Support Manager. Stokes was responsible for Moorer, Welch, Cowens, and Maddock.

- Plaintiff states that the two other support individuals were supervised only by Hutchinson.
- 10. Plaintiff also states that all work received by Stokes in the role as Underwriter as submitted and approved for rating FIRST by her technician, Brenda Cowens.
- 11. Stokes indicates in her Affidavit that she has "on many occasions discovered errors in her work". In order for Stokes' statement to be "true" would mean that these errors **ALSO** escaped her Underwriting Technician, Cowens who received and approved the work for the next step which is acceptance or declination for the applicant's policy.
- 12. Stokes also states that Plaintiff did not read e-mails; however, as stated in this Complaint, the computer remained on "AutoPreview", thereby enabling Plaintiff to read all emails without actually opening the email.
- 13. Stokes lists that she could hear conversations, yet her office was more than 50 feet away from the Plaintiff's soundproof cubicle.
- 14. Plaintiff states that if this type of disruption was occurring as stated by Stokes, disciplinary action would have been taken outside of the "warnings" including in this Complaint.
- 15. Plaintiff also states that even with the "negative remarks" in Stokes' affidavit only one "warning" was issued during the time of July 1, 2004 to February 20, 2008.

- 16. Stokes has had no involvement in Plaintiff's evaluation or personnel records during the time of her role as "Manager" and cannot therefore make judgment on any such activity that occurred between Hutchinson and Plaintiff.
- 17. Plaintiff also states that Stokes did not mention the Unsigned and Undated Notice of Action form regarding "warning" submitted to EEOC by Defendant, more specifically HR and Hutchinson, which is an indication that she was not actually involved in Plaintiff's employment activity.
- 18. Plaintiff states that because Stokes has had no personal involvement on a consistent basis, the statement in her Affidavit "
- 19. Plaintiff states that Stokes' Affidavit is based on some type of "a negative personal tone taken"..."From my personal observations of Ms. Scott's work performance. The 2007 Performance Evaluation should have been more critical of her work than it was."
- 20. Plaintiff states that Stokes' remarks are of a personal nature and not a TRUE and CORRECT accounting of work activity.
- 21. Plaintiff states that Stokes' remarks in the Affidavit are a direct reflection of her own Underwriting Technician which reveal that there was nothing wrong with Plaintiff's work.

DEFENDANTS HIRING AND PROMOTING PRACTICES:

1. Further, Plaintiff contends that Defendant practices discrimination in their hiring and promoting practices.

- 2. As of October 25, 2007, Plaintiff states that there were 221 caucasian employees and 26 black employees in the Chicago office. From 04/2006 to 11/06 there were a total of 29 (Caucasian) new hires, (2 blacks) and 31 promotions (Caucasian) and 0 blacks promoted; even though there were blacks that have been in the claims department over 15 years without being promoted to an advanced position) between 04/06 and 11/2006. (See Exhibit Y)
- 3. Plaintiff states that the ENTIRE mailroom staff is black, and that each clerk (three black individuals that applied for promotions have been consistently denied requests for promotions namely: Sheila Farmer, Samantha Dancy, Lisa Ferguson.
- 4. Deborah Connie (temporary employee), black, also applied for the same position of Underwriting Technician in 2007 as well as other positions. However, her emails to interview for the position were never acknowledged. (See Exhibit V)

SUMMATION

- 1. Hutchinson deliberately and willfully orchestrated an act of discrimination and harassment to keep the Plaintiff in the same entry level position for 3 ½ years.
- 2. Plaintiff contends that during the entire 3 ½ years of employment with Illinois State Medical Services, Hutchinson also collaborated with various individuals to prevent Plaintiff from promoting or transferring within the company.

- Plaintiff contends that sometime around July 1, 2007, Hutchinson solicited the
 assistance of a newly appointed manager, Jacinth Stokes to assist in her acts of
 harassment and retaliation against the Plaintiff.
- 4. Hutchinson listed UNTRUE statements on ALL evaluations since 2004-2006 and blatantly lied on the 2007, in an effort to make the Plaintiff appear incapable of holding any other position with "ISMIE" even though all of the positions applied for only requested a high school diploma or GED.
- 5. Hutchinson and Stokes personally went out of their way to harass the Plaintiff until illness overcame the Plaintiff on January 21, 2008. (See Exhibit O)
- 6. Plaintiff contends that Coghlan knew that there was no time for cross training unless it was initiated by a manager. Further, Coghlan knew that the Plaintiff could never "shirk" her own responsibilities to train for Davis' position prior to his announcement for departure. Further, Davis was more than an employee, he was a "close friend" of Coghlan's. Davis and Coghlan shared outside activities together that included concerts, shows, drinks, and dinner.
- 8. Plaintiff contends that if Hutchinson felt the statements that she made against Plaintiff were justified, some type of disciplinary actions would have been taken after three years of employment.
- Plaintiff contends that Hutchinson never proceeded with any type of disciplinary action until a complaint was filed against her in December of 2006 and with EEOC in October, 2007.

- 10. Defendants is responsible for the Plaintiff losing her livelihood, life insurance policy, health insurance benefits (spouse and child), 401k and sense of pride taken at ISMIE.
- 11. Defendants is also responsible for the deterioration in the Plaintiff's health as a prior heart bypass patient. Plaintiff advised Hutchinson of her health situation and the consequences of daily stress that she was subjected to on a regular basis and tried to reach out to Human Resources but was constantly ignored. (See Exhibit E & I)
- 12. Hutchinson retaliated against Plaintiff after formal complaint was made in December of 2006 with Human Resources. No **PRIOR** disciplinary actions (warnings or probation), were ever taken against employee UNTIL 2007)
- 13. Plaintiff discovered a memo placed in the EEOC file that was not shared with her prior to the EEOC Complaint even when Plaintiff inquired about the response to Human Resources. (See Exhibit L).
- 14. Evidence of harassment is listed in Hutchinson's memo in the second paragraph stating that Plaintiff should "restock Hutchinson's paper at her desk", a task that no one else provided. Plaintiff states that in her absence Hutchinson assigned tasks of moving equipment even though there were at least 15 men employed in the underwriting department. (See Exhibit Z)
- 15. Plaintiff states that while placed on the "bogus" probation on November 5, 2007, Hutchinson even changed her daily pattern of tardiness to arrive at work from

8:50am to 7:45-8:00am arrival time in an effort to harass Plaintiff further. Daily monitoring of the electronic key used by the company should have been sufficient evidence of arrival. Hutchinson only monitored Plaintiff's arrival time and no one else's in the department from November 5, 2007 to January 1, 2008.

- Plaintiff states that the company had a very relaxed atmosphere and that on 17. occasion several employees would come in 10 to 15 minutes late and it was never an issue in the past as long as the time was made up in one form. (See Exhibit)
- Plaintiff states that in the Defendant's response to EEOC the "Warning" because 17. they didn't want it to appear retaliatory" is evidence of a "collaboration" between Human Resources and Hutchinson. (See Exhibit)
- Plaintiff states that she trained Sarah Maddock in two of her main tasks in the 18. underwriting division in November of 2005. On October 9, 2007, Maddock was granted a promotion over Plaintiff for the same position that Plaintiff had been trying to advance to for the last three years. (See Exhibit T)
- Plaintiff also trained Gina Bules, another employee in the underwriting division in 19. the new business screening process for backup.
- Plaintiff states that Hutchinson and Stokes collectively went out of their way to 20. try and build a negative case against Plaintiff for termination. Plaintiff states that this constant and daily harassment was a direct result of the stress created by these two individuals.

- 21. Plaintiff states that because Hutchinson and Stokes were so vicious and malicious in their attempt to harass the Plaintiff that they conspired to included the entire underwriting department in their escapade with no other regard for the rest of the department by further creating a hostile work environment.
- 22. Plaintiff further states that Hutchinson was too much of a "perfectionist" to allow such a poor work performance for a period of 3 ½ years without disciplinary action. (Witness: Underwriting Division Staff)
- 23. Plaintiff states that Hutchinson requested that Stokes write an Affidavit indicating the history of Plaintiff's quality of work. In that Affidavit, it is clear of the inexperience of Stokes to provide a TRUE and CORRECT accounting of the Plaintiff's work experience in the department by making personal attacks on the Plaintiff.
- 24. Plaintiff states that Hutchinson gave the impression to other individuals in the company that she was incapable of handling any other position thereby defaming the character of Plaintiff.
- 25. Plaintiff states that the term "physician" as stated in the "Wikipedia.com" reads the definition of physician as "A practitioner of physic, i.e. a specialist in internal **medicine**, especially as opposed to a <u>surgeon</u>; a practitioner who treats with medication rather than with surgery. A medical doctor trained in human medicine. Plaintiff further states that she had every right to seek out any treatment possible in an effort to become cured.

- 26. Plaintiff states that the Defendant unlawfully discharged her on February 20, 2008 after refusing to accept the signature of her medical care provider on the short term disability forms submitted by the Plaintiff on February 13, 2008. (Witness: Cathy Zackiewicz, Hammond Clinic)
- 27. Plaintiff further states that she had the right to chose another medical provider to try and receive the proper treatment for curing the illness.

PRAYER

WHEREFORE, the Plaintiff respectfully requests that the Honorable court hereby grant the above referenced damages in the amount of \$10,000,000 (ten million dollars) in favor of the Plaintiff, Sakie A. Scott against the Defendant, Illinois State Medical Insurance Services, Inc. "ISMIE".

Respectfully submitted by

Sakie Aneshia Scott 669 Clyde Avenue #2N Calumet City, IL (708) 979-8253 sakiescott@hotmail.com

Witnesses to Work performance, Harassment, Discrimination Practices

- 1. Carol Smith (harassment and discrimination)
- 2. Robin Moss
- 3. Wendy Roberson (harassment)
- 4. Sarah Maddock
- 5. Deborah Connie (harassment, discrimination)
- 6. Deborah Harris
- 7. Georgia Thompson (discrimination)
- 8. Edna McLauren (discrimination)
- 9. Charlotte Johnson (discrimination)
- 10. Brenda Johnson (discrimination practices at ISMIE)
- 11. Donna Gentile-Karas
- 12. Greg Davis
- 13. Jacinth Stokes
- 14. Sheila Coghlan (defamation of character by Hutchinson)
- 15. Michi Smith
- 16. Frode Brudvik
- 17. Willet Welch
- 18. Larry Szatkowski (work performance)
- 19. Ron Koves (work performance)
- 20. Beth McNicholas
- 21. Sheila Farmer (discrimination)
- 22. Samantha Dancy (discrimination)
- 23. Lisa Ferguson (discrimination)
- 24. Ray Adamore (Clerk 25 years) (discrimination)
- 25, Karen Shelby (discrimination)
- 26. Penny Simpson (discrimination)
- 27. Veronica Evans (discrimination)
- 28. Kelly Kehoe (defamation of character by Hutchinson)
- 29. Christine Renfrow (defamation of character by Hutchinson)
- 30. Tim Saunders (defamation of character by Hutchinson)
- 31. Greg Wideman, (work performance)
- 32. Roy Schmidt (work performance
- 33. Spero Argyris (work performance
- 34. Katie (work performance)
- 35. Sean Sullivan (work performance)
- 36. Doug Huntley (work performance)
- 37. Jamie Donovan (circle of Friendship)
- 38. Corliss Benedict

EXHIBITS

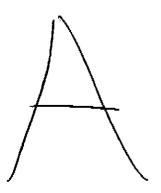
- A. Right to Sue letter from EEOC
- B. Evaluation 07/01/2004-12/2004 and training schedule for Scott dated 07/01/2004
- C. Evaluation 12/04-07/01/2005
- **D.** Evaluation 07/05-07/06
- E. Complaint and investigation lodged against Hutchinson and email to HR
- **F.** Evaluation 2006/2007
- G. Predated letter from declining Plaintiff promotion
- H. Unsigned and undated notice of corrective action for warning on "excessive absenteism" discovered in EEOC file by Plaintiff & Notice of Corrective Action probation form; email to Hutchinson; employee personnel record,
- I. Email asking HR for assistance
- J. Notice of corrective action for work performance "warning" dated 01/14/08
- K. Notice of Corrective Action for tardiness "warning" dated 01/14/08
- L. Ismie response to EEOC and Hutchinson response
- M. Hutchinson affidavit (signed, dated, and notarized
- N. COGHLAN affidavit (unsigned, undated, un-notarized.) and inadmissible
- O. Request for short term disability

Letters from ISMIE, 02/04/08, 02/06/08, 02/12/08 and 02/20/08. Letter from Hammond Clinic

Doctors Statements

- P. Examples of puma minutes and document summary revealing editing and revision times.
- Q. Examples of harrassment by Stokes and Hutchinson
- R. Sample time made up through skipped lunch hour which was never an issue prior to 2007
- S. Activity logs for Donovan (white), Maddock(white), and plaintiff(black denied) indicating same type of tasks (other two promoted, Donovan promoted 3 times in 2 years)
- T. Emails indicating training times for Maddock as listed.
- U. Loss history processing and new business screening procedures
- V. Emails from another black, Deborah Connie, applying for U/W Technician position in July 2007.
- W. Requests for help by Plaintiff from Hutchinson and examples of same.
- X. Activity logs for plaintiff proving untrue statements made by Hutchinson
 - Y. Examples of hiring and promoting practices practiced by defendant.
 - Z. Demeaning tasks by Hutchinson to Plaintiff

- AA. Backed up worklog by a month for Sarah Maddock, caucasian. No monitoring by Hutchinson or Stokes (promoted 10/07)
- BB. Bill Blake resume, new hire, u/w tech, Greg Davis resume, former employee/ U/W Tech.
- CC. Correlation between Sheila and Bill as neighbors
- **DD.** 2006 Incoming Work Log U/W Division including new business applications processed by Plaintiff for 2006
- EE. Stokes Affidavit
- FF. Job description for underwriting technician and underwriting secretary Plaintiff's resume, letter of reference from previous employer and emails to human resources regarding u/w tech. promotion



EEOC Form 161-B (3/98)

U.S. EG. & EMPLOYMENT OPPORTUNITY COMMI

NOTICE OF RIGHT TO SUE (ISSUED ON REQUEST)

Sakk	TIFIED MAIL NO: 7001-2510 Scott met City, IL 60409	-0006-0606-8934 C/P	From:	Chicago District Office 500 West Madison St Suite 2800 Chicago, IL 60561	
	On behalf of person(s) aggries CONFIDENTIAL (29 CFR §16	_			:
EEOC Char	ge No.	EEOC Representative	Alo:	7	Telephone No.
		Sylvia Bustos,			
440-2007	-08184	Investigator Support /	\sst	. (312) 353-8783
Fitie VII of t under Title \ he ADA mu	الا and/or the ADA based on عدد be filed الله a federal or عدد	and/or the Americans with Disa the above-numbered charge. It ha tate court <u>WITHIN 90 DAYS</u> of y g suit based on a state claim may t	bilities Act is been issu our receipt	ied at your request. Your t of this notice; or your r	e of Right to Sue, issued lawsuit under Title VII or
	More than 180 days have p	passed since the filing of this charge	9.		
X		passed since the filing of this charge			likely that the EEOC will
X	The EEOC is terminating it	s processing of this charge.			
	The EEOC will continue to	process this charge.			
00 days afte our <u>case</u> :		t (ADEA): You may sue under the have completed action on the char			
X		case. Therefore, your lawsuit unde of this Notice. Otherwise, your rigi			
		s handling of your ADEA case. Ho or state court under the ADEA at th		days have passed since	the filing of the charge,
n federal or	state court within 2 years (3	the right to sue under the EPA (filing years for willful violations) of the all 2 vears (3 vears) before you file	eged EPA ı	inderpayment. This mear	
f you file sui	t, based on this charge, please	e send a copy of your court complain	nt to this offic	ce,	
Enclosures	(\$)	On behalf	of the Comi	mission	12 / 11 / 0 /). (Date Mailed)
		District D			

ILLINOIS STATE MEDICAL INSURANCE SERVICES

CC;

LLOS I dilli Giori				
CHARGE OF DISCRIMINATION	Charge	, '	Agency(les) Charge No(s);	
This form is affected by the Privacy Act of 1974. See enclosed Privacy Act		FEPA EEOC		
Illinois Department C		hts	and EEOC	
State or local Age Name (indicate Mr., Ms., Mrs.)	incy, ir any	Home Phone (Incl. Area	Code) Date of Birth	
Ms. Sakie Scott		(708) !	12-20-1956	
	and ZIP Code	(1.2.5)		
• • • • • • • • • • • • • • • • • •				
Named is the Employer, Labor Organization, Employment Agency, Apprenticeship Discriminated Against Me or Others. (If more than two, list under PARTICULARS		ate or Local Government.	Agency That I Believe	
Name ILLINOIS STATE MEDICAL INSURANCE SERVICES	No. Employees, Members 201-500	Phone No. (Include Ares Code) (312) 782-2749		
Street Address City, State and ZIP Code 20 North Michigan Avenue, Chicago, IL 60602				
Name	me		Phone No. (Include Area Code)	
Street Address City, State at	nd ZIP Code		1 	
DIŞÇRIMINATION BASED ON (Check appropriate box(es).)			IMINATION TOOK PLACE	
X RACE COLOR X SEX RELIGION NATIONAL ORIGIN 12-22-2006 07-03-2007				
RETALIATION X AGE DISABILITY OTHER (Specify below.)				
THE PARTICULARS ARE (if additional paper is needed, attach extra sheet(s)):		<u> </u>	"	
I began my employment with Respondent on July 1, 2004. My current position is Underwriter Secretary. During my employment, I have been subjected to harassment by my supervisor. Or about June 25, 2007, I applied for an Underwriting Technician position, but not selected.				
I believe that I have been discriminated against because of my race, Black, and mysex, female, in violation of Title VII of the Civil Rights Act of 1964, as amended. I also believe that I have been discriminated against because of my age, 50 (D.O.B. 12/20/1956), in violation of the Age Discrimination in Employment Act of 1967, as amended.				
		SEP 27200	7	
		CAGO DISTRI		
I want this charge filed with both the EEOC and the State or local Agency, if any. I will advise the agencies if I change my address or phone number and I will cooperate fully with them in the processing of my charge in accordance with their procedures.	NOTARY - When n	ecessary for State and Loca	l Agency Requirements	
I swear or affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief. SIGNATURE OF COMPLAINANT				
Sep 27, 2007	SUBSCRIBED AND (month, day, year)	SWORN TO BEFORE ME	THIS DATE	
Date Charging Party Signature				



Illinois State Medical Society Illinois State Medical Insurance Services, Inc. Performance Evaluation Form Non-Supervisory

EMPLOYEE NAME	S. Scott	DATE	7/18/05	
CURRENT TITLE	U/W Secretary	DIVISION	C	
CURRENT STATUS	Non-Exempt	HIRE DATE	6/16/04	
EVALUATOR	L. Hutchinson	EVALUATION	N PERIOD	12/04-6/05

To the evaluator:

The above employee has received a Performance Self Evaluation Form and has been asked to submit an assessment of accomplishments and areas for improvement within two weeks. The employee self evaluation form is optional. However, any information the employee wishes to provide should be returned directly to you and submitted with the other portions of the evaluation.

Please complete all of the sections. If an item does not apply to an employee, indicate by checking the appropriate box. Feel free to attach additional information if necessary. In your evaluation, consider objectives achieved, quality of work, contributions to the company and any special knowledge or skills demonstrated by the employee during this evaluation period. Where the employee has failed to meet expectations, please be specific and include any supporting documents.

When the evaluation has been completed, please submit it to your Division Director or Vice President for the appropriate signatures. It will then be returned to you for discussion with the employee. After the evaluation has been discussed, reviewed and signed by the employee, it should be forwarded to the Office of Human Resources for processing.

Definitions of Performance Levels:

- EXCEEDS EXPECTATIONS: Exceptional performance maintained in key areas of
 accountability and consistently makes significant contributions above and beyond what is expected.
- MEETS EXPECTATIONS: Fülly proficient performance in key areas of accountability.
- DOES NOT MEET EXPECTATIONS: Job performance deficient in most key areas of accountability.

When determining the appropriate performance level of the employee during the evaluation period, the phrase "key areas of accountability" is important. The evaluator takes into account:

- Areas of responsibility and performance measures.
- 2. How the employee is rated against the criteria described in the evaluation form.
- 3. Other established objectives, activities or achievements for which the employee should be recognized.

OBJECTIVES

Using the employee's previous performance evaluation or job description as a guide, list objectives and expected results. For each objective, check off the employee's performance level during this evaluation period. Please consider the employee's self evaluation when completing this section. Feel free to add as many objectives as necessary to accurately reflect the performance objectives of each employee.

PERFORMANCE LEVEL

OBJECTIVES AND EXPECTED RESULTS:	Exceeds Expectations	Meets Expectations	Does Not Meet Expectations
1. Screens and distributes incoming new business applications; sets up computer record and underwriting file. Also processes incoming correspondence, including faxes and e-mails. Expectations are that accurate information is provided to staff in a timely fashion, correct data entry and an indepth knowledge of applicable computer programs.			
2.Provides secretarial services to the AVP, Support; assists in the quarterly commission process. Expectations are professional phone ctiquette, accurate typing and a solid knowledge of office procedures and equipment.			
3.Processes request for loss histories and certificates of insurance. Expectations are a proper handling of these within the required timeframe.		⊠	
4.Provides backup to the other secretaries if workload is neavy or a priority or in their absence. Expectations are good time management, organization and a positive attitude.			
5.n/a			
6.n/a			
7.n/a			

A. COMMUNICATION: How well does the employee communicate with others both within the company and with other organizations? Check off the performance level and comment on the following applicable areas at the bottom of the page.

PERFORMANCE LEVEL

		Exceeds Expectations	Meets Expectations	Does Not Meet Expectations	Not Applicable
•	writes clearly and concisely				\boxtimes
•	communicates verbal information clearly and effectively				
•	maintains ongoing communication with supervisor		☒		
•	maintains ongoing communication with others		\boxtimes		
•	maintains effective communication with other units within the company				
•	listens effectively and follows work instructions		\boxtimes		

Evaluator's Comments:

П

identifies and diagnoses problems

and develops effective solutions analyzes and interprets data,

uses practical procedures and

knowledge to achieve objectives

KNOWLEDGE AND SKILLS ASSESSMENT

B. PROBLEM SOLVING: How effective is the employee in identifying, analyzing and solving problems? Evaluate the employee's ability to reach logical conclusions based on the evidence available. Check off the performance level and comment on the following applicable areas at the bottom of the page.

Not Does Not Meet Exceeds Meets Applicable Expectations Expectations Expectations X П X considers all reasonable alternatives \boxtimes integrating information from various sources, using the appropriate level of

 \boxtimes

PERFORMANCE LEVEL

Evaluator's Comments:

detail



C. TASK MANAGEMENT: How effective is the employee in setting goals, establishing controls, and monitoring progress for himself/herself and work unit? Check off the performance level and comment on the following applicable areas at the bottom of the page.

PERFORMANCE LEVEL

		Exceeds Expectations	Meets Expectations	Does Not Meet Expectations	Not Applicable
•	works effectively on multiple assignments at the same time		⋈		
•	uses initiative and resourcefulness in achieving objectives				
•	uses all available resources effectively to achieve objectives		\boxtimes		
•	produces quality work within established time frames				
•	produces expected quantity of work within established time frames				
•	exhibits flexibility under pressure		\boxtimes		
•	works responsibly and independently with given supervision		☒		

Evaluator's Comments:

The quality of Sakie's work (i.e. typing output and new business screening) has diminished during this review period. The quantity of work is still acceptable, but she needs to balance the work volume with the quality by double-checking and proofing more carefully.

D. SERVICE: How service-oriented is the employee? Does the employee effectively service internal and external contacts? Check off the performance level and comment on the following applicable areas at the bottom of the page. Please use the comment section to give your overall collective impression of service attitude, expressions of service activities and other service issues that you have.

PERFORMANCE LEVEL

		Exceeds Expectations	Meets Expectations	Does Not Meet Expectations	Not Applicable
•	maintains an approachable attitude and image		\boxtimes		
•	responds timely to written documentation and requests				
•	responds timely to oral requests		\boxtimes		
•	actively follows up on service requests or referrals		\boxtimes		
•	patient and pleasant while assisting others		\boxtimes		
•	offers to "pitch in" and help others		\boxtimes		
•	able to offer suggestions and direct if unable to help				\boxtimes
•	adherence to company policies		. 🛛		

Evaluator's Comments:

Sakie's attendence, personal calls and internet usage are acceptable; however, her punctuality needs improvement.

OBJECTIVES FOR NEXT EVALUATION PERIOD

Using the job description and department goals as a guide, what specific projects, activities and results do you expect for the employee over the next evaluation period? Include specific areas for development. Also explain if the objectives as noted in the last evaluation have changed.

The objectives are the same from the last review.

DEVELOPMENT

1. What work related experiences, training or education did the employee complete during this evaluation period that you feel helped to develop his/her performance?

Not applicable at this time.

2. What work related experiences, training or education do you feel would help the employee in his/her future job performance?

Sakie needs to concentrate on improving her time management and organizational skills. Also, she needs to proof her work consistently before she passes it along. To assist in improving her performance, she needs to develop a daily task schedule and adhere to it. Also, she will need to meet daily with me at 9 am, 11 am, 2 pm and 4 pm. to discuss her work issues.

What work essues?

ADDITIONAL COMMENTS

Filed 05/05/2008

Evaluator's Comments (Include items to be discussed during the evaluation that are not specifically included in previous parts of this evaluation):

I believe that Sakie can improve her performance. She has a pleasant personality, but needs to focus more on her work and less on distractions on the floor.

Employee's Comments:

M	y evaluation was o	Liscussed v	vith me	;
	A Lu da		161	be
×	Charles And Market	9	<u> [FXY]U</u>	<u>/</u>
~ 1			/ l	Date

Approvals: Laur C. Huchenson	7/18/05
V	Date
MY	1/25/05
1 10 1 10 10 10 10 10 10 10 10 10 10 10	/ / Date
11001	Date

- 1. Please rate yourself on the following areas and list any areas you feel need improvement:
 - a) job knowledge:

I feel that I have a working knowledge of the work assignments give to me.

b) productivity & quality of work:

I am able to ususally complete assignments on a daily basis.

c) flexibility & response to working demands:

I am flexible and able to adapt to any situation.

d) working relations with others (include peers, supervisors, internal & external contacts):

I feel that I have a very positive working relationship with my peers, supervisor and other contacts.

e) adherence to company policies:

I adhere to company policies to the best of my knowledge,

2. What work-related experiences, training or education did you complete during this evaluation period that you feel helped to develop your performance?

Organizational workshop. I feel this workshop enhanced my ability to keep things organized when working.

3. What work-related experiences, training or education do you feel would help you in your future performance?

More advanced knowledge of Excel, and review of other positions.

4. What other performance matters would you like to share with your supervisor?

It has been a real pleasure working with ISMIE. My co-workers have been extremely helpful during this past year in assisting me with different situations as they arise.



Illinois State Medical Society Illinois State Medical Insurance Services, Inc. Performance Evaluation Form Non-Supervisory

EMPLOYEE NAME	S. Scott	DATE	7/18/05	
CURRENT TITLE	U/W Secretary	DIVISION	<u>C</u>	
CURRENT STATUS	Non-Exempt	HIRE DATE	6/16/04	
EVALUATOR	L. Hutchinson	EVALUATION	N PERIOD	12/04-6/05

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- 1. Areas of responsibility and performance measures.
- 2. How the employee is rated against the criteria described in the evaluation form.
- Other established objectives, activities or achievements for which the employee should be recognized.

<u>OBJECTIVES</u>

Using the employee's previous performance evaluation or job description as a guide, list objectives and expected results. For each objective, check off the employee's performance level during this evaluation period. Please consider the employee's self evaluation when completing this section. Feel free to add as many objectives as necessary to accurately reflect the performance objectives of each employee.

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2.Provides secretarial services to the AVP, Support; assists in the quarterly commission process. Expectations are professional phone etiquette, accurate typing and a solid knowledge of office procedures and equipment.			
3.Processes request for loss histories and certificates of insurance. Expectations are a proper handling of these within the required timeframe.			
4.Provides backup to the other secretaries if workload is heavy or a priority or in their absence. Expectations are good time management, organization and a positive attitude.			
5.n/a			
6.n/a			
7.n/a			

A. COMMUNICATION: How well does the employee communicate with others both within the company and with other organizations? Check off the performance level and comment on the following applicable areas at the bottom of the page.

PERFORMANCE LEVEL

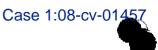
		Exceeds Expectations	Meets Expectations	Does Not Meet Expectations	Not Applicable
•	writes clearly and concisely				
•	communicates verbal information clearly and effectively				
•	maintains ongoing communication with supervisor		☒		
•	maintains ongoing communication with others				
•	maintains effective communication with other units within the company				
•	listens effectively and follows work instructions		\boxtimes		

Evaluator's Comments:

B. PROBLEM SOLVING: How effective is the employee in identifying, analyzing and solving problems? Evaluate the employee's ability to reach logical conclusions based on the evidence available. Check off the performance level and comment on the following applicable areas at the bottom of the page.

PERFORMANCE LEVEL Does Not Meet Not Exceeds Meets Applicable Expectations Expectations Expectations 冈 П П П identifies and diagnoses problems П 冈 considers all reasonable alternatives and develops effective solutions analyzes and interprets data, 図 integrating information from various sources, using the appropriate level of detail uses practical procedures and 図 knowledge to achieve objectives

Evaluator's Comments:



Filed 05/05/2008

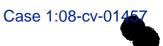
C. TASK MANAGEMENT: How effective is the employee in setting goals, establishing controls, and monitoring progress for himself/herself and work unit? Check off the performance level and comment on the following applicable areas at the bottom of the page.

PERFORMANCE LEVEL

		Exceeds Expectations	Meets Expectations	Does Not Meet Expectations	Not Applicable
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•	uses initiative and resourcefulness in achieving objectives				\boxtimes
•	uses all available resources effectively to achieve objectives		\boxtimes		
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•	produces expected quantity of work within established time frames		⊠		
•	exhibits flexibility under pressure		\boxtimes		
•	works responsibly and independently with given supervision		\boxtimes		

Evaluator's Comments:

The quality of Sakie's work (i.e. typing output and new business screening) has diminished during this review period. The quantity of work is still acceptable, but she needs to balance the work volume with the quality by double-checking and proofing more carefully.



Filed 05/05/2008

D. SERVICE: How service-oriented is the employee? Does the employee effectively service internal and external contacts? Check off the performance level and comment on the following applicable areas at the bottom of the page. Please use the comment section to give your overall collective impression of service attitude, expressions of service activities and other service issues that you have.

PERFORMANCE LEVEL

		Exceeds Expectations	Meets Expectations	Does Not Meet Expectations	Not Applicable
•	maintains an approachable attitude and image		\boxtimes		
•	responds timely to written documentation and requests		\boxtimes		
•	responds timely to oral requests		\		
•	actively follows up on service requests or referrals		\boxtimes		
•	patient and pleasant while assisting others		\boxtimes		
•	offers to "pitch in" and help others		\boxtimes		
-	able to offer suggestions and direct if unable to help				\boxtimes
•	adherence to company policies		\boxtimes		

Evaluator's Comments:

Sakie's attendence, personal calls and internet usage are acceptable; however, her punctuality needs improvement.

What work essues?



OBJECTIVES FOR NEXT EVALUATION PERIOD

Filed 05/05/2008

Using the job description and department goals as a guide, what specific projects, activities and results do you expect for the employee over the next evaluation period? Include specific areas for development. Also explain if the objectives as noted in the last evaluation have changed.

The objectives are the same from the last review.

DEVELOPMENT

1. What work related experiences, training or education did the employee complete during this evaluation period that you feel helped to develop his/her performance?

Not applicable at this time.

2. What work related experiences, training or education do you feel would help the employee in his/her future job performance?

Sakie needs to concentrate on improving her time management and organizational skills. Also, she needs to proof her work consistently before she passes it along. To assist in improving her performance, she needs to develop a daily task schedule and adhere to it. Also, she will need to meet daily with me at 9 am, 11 am, 2 pm and 4 pm. to discuss her work issues.

ADDITIONAL COMMENTS

Evaluator's Comments (Include items to be discussed during the evaluation that are not specifically included in previous parts of this evaluation):

I believe that Sakie can improve her performance. She has a pleasant personality, but needs to focus more on her work and less on distractions on the floor.

Employee's Comments:

My evaluation was discussed v	vith n	ne:
Alu Att	160	6/05
/	/ <u>/ / / / / / / / / / / / / / / / / / </u>	700
	<i>v</i>	Date

Approvals: Lanu C. Huchenson	7/18/05
m	7/25/05
	Date

Date

Illinois State Medical Society Illinois State Medical Insurance Services, Inc. **Employee Self Evaluation Form**

Filed 05/05/2008

NAME	Sakie Scott	DATE	06/14/	05			
TITLE	UW Secretary	EVALU	JATION	PERIOD	07/01/05		
DIVISION	C	EVALU	JATOR	Laura Hu	tchinson		
To the employe	e:						
The performance doing.	e evaluation takes place when you and yo	our supervise	or discuss y	our job and h	ow you are		
	THIS SELF EVALUATI	ION IS OP	TIONAL				
	complete this evaluation, return it to you completing a form, and during your app			evaluations wi	. Your		
Please check here if you do not wish to complete this evaluation. Sign below and return to your supervisor by the date indicated above.							
Signature			Date	⇒			

ACCOMPLISHMENTS/AREAS FOR DEVELOPMENT:

Using your job responsibilities and objectives established within your division, please describe your accomplishments and contributions to your division and the company during this evaluation period. What were the expected results? To what extent did you exceed, meet or not meet the expected results? Also describe specific areas of performance that you would like to develop.

- Please rate yourself on the following areas and list any areas you feel need improvement: 1.
 - a) job knowledge:

I feel that I have a working knowledge of the work assignments give to me.

b) productivity & quality of work:

I am able to ususally complete assignments on a daily basis.

c) flexibility & response to working demands;

I am flexible and able to adapt to any situation.

d) working relations with others (include peers, supervisors, internal & external contacts):

I feel that I have a very positive working relationship with my peers, supervisor and other contacts.

e) adherence to company policies:

I adhere to company policies to the best of my knowledge.

2. What work-related experiences, training or education did you complete during this evaluation period that you feel helped to develop your performance?

Organizational workshop. I feel this workshop enhanced my ability to keep things organized when working.

3. What work-related experiences, training or education do you feel would help you in your future performance?

More advanced knowledge of Excel, and review of other positions.

4. What other performance matters would you like to share with your supervisor?

It has been a real pleasure working with ISMIE. My co-workers have been extremely helpful during this past year in assisting me with different situations as they arise.

POSITION DESCRIPTION

ILLINOIS STATE MEDICAL SOCIETY

Position Title:

Underwriting Secretary

Status:

Non-Exempt

Division:

Underwriting

Reports to:

Underwriting Supervisor or Support Supervisor as determined

Basic Function

To provide secretarial support services to the Underwriting Division.

Specific Position Responsibilities

Provides support services to the Underwriting Staff which includes telephone backup, word processing, photocopying, faxing and preparation of clinic proposal folders and look up of proposal physician information.

Enter group profiles for the submission.

- Screens and processes Claim History and Certificates of Insurance requests for policyholders.
- Screens new business applications, incoming correspondence and Underwriting Profile Update forms; copies applications for mailing with policy documents.

Accepting simple new business applications and mailing documents.

Distributes computer output, processes requests for new business kits and other informational materials and handles Certificate of Mailing letters.

Maintains inventory of division's supplies and prepares purchase orders.

Establishes and maintains broker identification information for applicable policy computer records and underwriting files.

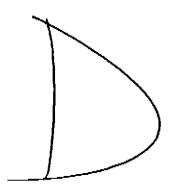
Enters policyholder data into the computer system (e.g., rate sheets, action requests).

Provides quality service to policyholders and staff.

Additional duties and responsibilities as required.

Internal Contacts

Finance, File Room, Information Systems, Claims, Mail Room, Print Shop and ISMS Membership.



Illinois State Medical Society Illinois State Medical Insurance Services, Inc. Performance Evaluation Form Non-Supervisory

EMPLOYEE NAME	Sakie A. Scott	DATE	8/4/06
CURRENT TITLE	U/W Secretary	DIVISION	C ,,
CURRENT STATUS		HIRE DATE	6/16/04 7/1/04
EVALUATOR	L. Hutchinson WK	EVALUATION	N PERIOD 7/05-7/06

To the evaluator:

The above employee has received a Performance Self Evaluation Form and has been asked to submit an assessment of accomplishments and areas for improvement within two weeks. The employee self evaluation form is optional. However, any information the employee wishes to provide should be returned directly to you and submitted with the other portions of the evaluation.

Please complete all of the sections. If an item does not apply to an employee, indicate by checking the appropriate box. Feel free to attach additional information if necessary. In your evaluation, consider objectives achieved, quality of work, contributions to the company and any special knowledge or skills demonstrated by the employee during this evaluation period. Where the employee has failed to meet expectations, please be specific and include any supporting documents.

When the evaluation has been completed, please submit it to your Division Director or Vice President for the appropriate signatures. It will then be returned to you for discussion with the employee. After the evaluation has been discussed, reviewed and signed by the employee, it should be forwarded to the Office of Human Resources for processing.

Definitions of Performance Levels:

- EXCEEDS EXPECTATIONS: Exceptional performance maintained in key areas of accountability and consistently makes significant contributions above and beyond what is expected.
- MEETS EXPECTATIONS: Fully proficient performance in key areas of accountability.
- DOES NOT MEET EXPECTATIONS: Job performance deficient in most key areas of accountability.

When determining the appropriate performance level of the employee during the evaluation period, the phrase "key areas of accountability" is important. The evaluator takes into account:

- J. Areas of responsibility and performance measures.
- 2. How the employee is rated against the criteria described in the evaluation form.
- 3. Other established objectives, activities or achievements for which the employee should be recognized.

OBJECTIVES

Using the employee's previous performance evaluation or job description as a guide, list objectives and expected results. For each objective, check off the employee's performance level during this evaluation period. Please consider the employee's self evaluation when completing this section. Feel free to add as many objectives as necessary to accurately reflect the performance objectives of each employee.

PERFORMANCE LEVEL

OBJECTIVES AND EXPECTED RESULTS:	Exceeds Expectations	Meets Expectations	Does Not Meet Expectations
1. Screens and distributes incoming new business applications; sets up computer records and underwriting files. Also, responsible for maintaining the division's supply of new business kits. Expectations are that accurate information is provided to staff in a timely manner, correct data entry and an indepth knowledge of applicable computer programs.		⊠	
2.Provides secretarial services to the AVP, Support; assists in the quarterly commission process. Expectations include accurate typing, solid knowledge of office procedures and equipment and a professional telephone style.			
3.Processes requests for loss history letters on cancelled policies. Expectations are a proper handling of these within the required timeframe.		\boxtimes	
4.Provides backup to the other secretaries if workload is heavy or a priority or in their absence. The main area of responsibility is incoming correspondence. Expectations include good time management, organization and a positive attitude.			
5.N/A			
6.N/A			
7.N/A			

Case 1:08-cv-01457

KNOWLEDGE AND SKILLS ASSESSMENT

A. COMMUNICATION: How well does the employee communicate with others both within the company and with other organizations? Check off the performance level and comment on the following applicable areas at the bottom of the page.

PERFORMANCE LEVEL

		Exceeds Expectations	Meets Expectations	Does Not Meet Expectations	Not Applicable
•	writes clearly and concisely		\boxtimes		
•	communicates verbal information clearly and effectively				
•	maintains ongoing communication with supervisor		\boxtimes		
•	maintains ongoing communication with others		\boxtimes		
•	maintains effective communication with other units within the company		\boxtimes		
•	listens effectively and follows work instructions				

Evaluator's Comments:

Numerous informal verbal communications should be part of her daily routine.

B. PROBLEM SOLVING: How effective is the employee in identifying, analyzing and solving problems? Evaluate the employee's ability to reach logical conclusions based on the evidence available. Check off the performance level and comment on the following applicable areas at the bottom of the page.

		PERFORMANCE LEVEL			
		Exceeds Expectations	Meets Expectations	Does Not Meet Expectations	Not Applicable
•	identifies and diagnoses problems		\boxtimes		
•	considers all reasonable alternatives and develops effective solutions				
•	analyzes and interprets data, integrating information from various sources, using the appropriate level of detail				
٠	uses practical procedures and knowledge to achieve objectives				

Evaluator's Comments:

In addition to asking questions, Sakie needs to make recommendations regarding issues that come up.

C. TASK MANAGEMENT: How effective is the employee in setting goals, establishing controls, and monitoring progress for himself/herself and work unit? Check off the performance level and comment on the following applicable areas at the bottom of the page.

PERFORMANCE LEVEL

		Exceeds Expectations	Meets Expectations	Does Not Meet Expectations	Not Applicable
•	works effectively on multiple assignments at the same time		\boxtimes		
•	uses initiative and resourcefulness in achieving objectives				Ĺ
•	uses all available resources effectively to achieve objectives		\boxtimes		🔲
•	produces quality work within established time frames			☒	
•	produces expected quantity of work within established time frames		\boxtimes		
•	exhibits flexibility under pressure		\boxtimes		
•	works responsibly and independently with given supervision		\boxtimes		

Evaluator's Comments:

The quality of Sakie's work still needs more improvement. She needs to proof and double check each item she works on consistently so that it becomes part of her normal routine. Reducing social distractions would help in this regard. The volume of work Sakie produces is acceptable.

D. SERVICE: How service-oriented is the employee? Does the employee effectively service internal and external contacts? Check off the performance level and comment on the following applicable areas at the bottom of the page. Please use the comment section to give your overall collective impression of service attitude, expressions of service activities and other service issues that you have.

PERFORMANCE LEVEL

		Exceeds Expectations	Meets Expectations	Does Not Meet Expectations	Not Applicable
•	maintains an approachable attitude and image				
•	responds timely to written documentation and requests		\boxtimes		
•	responds timely to oral requests				
•	actively follows up on service requests or referrals		\boxtimes		
•	patient and pleasant while assisting others				
•	offers to "pitch in" and help others				
•	able to offer suggestions and direct if unable to help		Ø		
•	adherence to company policies				

Evaluator's Comments:

Sakie's attendance, personal calls and internet usage remain acceptable and her punctuality has improved.

OBJECTIVES FOR NEXT EVALUATION PERIOD

Using the job description and department goals as a guide, what specific projects, activities and results do you expect for the employee over the next evaluation period? Include specific areas for development. Also explain if the objectives as noted in the last evaluation have changed.

The objectives have remained the same.

DEVELOPMENT

What work related experiences, training or education did the employee complete during this 1. evaluation period that you feel helped to develop his/her performance?

Not applicable at this time.

What work related experiences, training or education do you feel would help the employee in 2. his/her future job performance?

Sakie needs to avoid distractions and concentrate on the work in front of her. I suggest that she reorganize her cubicle and Microsoft In Box to help her in this area. Also, the transition to Imaging should help Sakie's performance over the next year.

ADDITIONAL COMMENTS

Evaluator's Comments (Include items to be discussed during the evaluation that are not specifically included in previous parts of this evaluation):

Sakie participated in the preparation of Underwriting files for back scanning for the past several months and continues to do so, helping the Division stay on its timetable for implementation.

I believe that Sakie has the ability to improve her performance. She needs to stay focused on the tasks at hand.

Employee's Comments:

Case 1:08-cv-01457 | Document 6 Filed 05/05/2008 Page 68 of 118

My evaluation was discussed with me:	8/16/56 Date	Approvals: LAMA C.	Huthuson	8/4/0 Date
			8/14/06	Date
			-/://	Date

Illinois State Medical Society Illinois State Medical Insurance Services, Inc. **Employee Self Evaluation Form**

NAME MILLER	DATE <u>(42/04</u>	//_
TITLE SEORESALLY	EVALUATION PERIOD 7	1/1/06
DIVISION	EVALUATOR <u>L. HUTCH</u>	<u>HNS</u> X
To the employee:		
The performance evaluation takes place when you and y doing.	our supervisor discuss your job and how	you are
THIS SELF EVALUAT	ION IS OPTIONAL	
If you choose to complete this evaluation, return it to you supervisor is also completing a form, and during your ap discussed.	ur supervisor by: opraisal interview, both evaluations will be	Your e
Please check here if you do not wish to complete thi	is evaluation. Sign below and return to yo	our
supervisor by the date indicated above. Signature	Date 4/2/04	,
ACCOMPLISHMENTS/AREAS FOR DEVELOPME	/ /	-

Using your job responsibilities and objectives established within your division, please describe your accomplishments and contributions to your division and the company during this evaluation period. What were the expected results? To what extent did you exceed, meet or not meet the expected results? Also describe specific areas of performance that you would like to develop.

- 1. Please rate yourself on the following areas and list any areas you feel need improvement:
 - a) job knowledge:
 - b) productivity & quality of work:
 - c) flexibility & response to working demands:
 - d) working relations with others (include peers, supervisors, internal & external contacts):
 - e) adherence to company policies:
- 2. What work-related experiences, training or education did you complete during this evaluation period that you feel helped to develop your performance?
- 3. What work-related experiences, training or education do you feel would help you in your future performance?
- 4. What other performance matters would you like to share with your supervisor?

POSITION DESCRIPTION

ILLINOIS STATE MEDICAL SOCIETY

Position Title:

Underwriting Secretary

Status:

Non-Exempt

Division:

Underwriting

Reports to:

AVP, Support

Basic Function

To provide secretarial support services to the Underwriting Division.

Specific Position Responsibilities

- Provides support services to the Underwriting Staff which includes telephone backup, word processing, photocopying, and faxing.
- Screens and processes Loss History and Certificates of Insurance requests for policyholders.
- Screens new business applications, incoming correspondence and Underwriting Profile Update forms; copies applications for mailing with policy documents.
- Distributes computer output, processes requests for new business kits and other informational materials and handles Certificate of Mailing letters.
- Maintains inventory of division's supplies and prepares purchase orders.
- Investigates and processes returned mail.
- Enters policyholder data into the computer system (e.g., rate sheets).
- Provides quality service to policyholders and staff.
- Additional duties and responsibilities as required.

Internal Contacts

Finance, File Room, Information Systems, Claims, Mail Room, Print Shop and ISMS Membership.

External Contacts

Illinois Department of Professional Regulations, hospitals, physicians and their office staff, county medical societies and managed care entities.

Desirable Qualifications and Experience

High school diploma. Accurate typing, word processing and spreadsheet skills required. Excellent organization and communication skills with professional telephone demeanor. Detail-oriented individual. Experience with data entry and windows based computer systems. One to two years secretarial and/or customer service experience. Team player, hardworking, flexible, and willingness to pitch in.

From: Sakie A. Scott

To: ISMIE Human Resources

Date: December 14, 2006

Re: Complaint regarding Ms. Hutchinson (Hereinafter referred to as "Hutchinson")

September 20, 2005 - Turned in application for position of Underwriting Technician.

Oct., 11, 2006 - I was supposed to interview with Hutchinson and Coghlan, but the interview was cancelled without notice. I was granted the interview by Hutchinson and Coghlan the following week without notice or time to prepare. I was notified by Human Resources (Christine Majerik), on October 24, 2006 that I did not get the position.

Feb. 15, 2006 - Called Brenda Cowens desk looking for me. I was in the restroom (10:30 a.m.) Hutchinson was waiting for me at my desk at 10:40 a.m. when I was returning from restroom.

February 22, 2006- Turned in application for position of CSR (claims)

Feb. 23, 2006-Asked me to come into her office. She stated that I come to her office 4-5 times a day. (Harassment)

Feb. 24, 2006 - Interviewed with Chris Majerik for CSR position

Feb. 24th - Met with Christine Renfrow

March 1st- Turned down for position

March 1, 2006 - Called Carol at 9:30 am looking for me when I was in the restroom.

Mar 5, 2006 - Received an anonymous phone call that Hutchinson blocked my transfer.

March 31, 2006 - Called into office to state that I should keep coming to her office 4 times a day.

March 27, 2006 – turned down for claims representative which I was more than qualified for. Interviewed with Christine Renfrow and Kelly Kehoe.

From 07/01/05 - 05/25/06 - Nothing said regarding my socializing.

One week prior to my evaluation in August 2006, I processed 564 loss history letters which indicates how much work I can generate in the department in a matter of 2 days, yet my evaluations always contradict this fact.

August 24, 2006- I was returning to my desk from going to the restroom when I caught Keith Evans and Willet Welch coming out of my cubicle. When I inquired about the nature of their



being in my cubicle, Ms. Welch told me that they were not in my office. I asked Ms. Hutchinson if I could speak with her before the end of day. At approximately 11:30, we had the conversation and I told her that I caught Keith Evans and Willet Welch coming out of my cubicle. She explained to me that she would ask Evans about the incident. At approximately 3:45 pm, Hutchinson called me into her office and to my surprise told me that Evans' response was that he was not in my cubicle. When I explained to her that I actually saw them, nothing else was said regarding the matter. I left the office feeling as though I was totally dismissed.

On Nov 22, 2006, at 4:00 pm, I was called into Hutchinson's office. She asked me to close the door and sit down. She proceeded to tell me that someone had come into her office and told her that I was talking too loud and that they couldn't perform their job duties all during the day. I asked what she was talking about. She stated that she had spoken to me several times about socializing. Prior to this discussion, I hadn't been advised of a socializing problem since August 24, 2006 during my evaluation. Hutchins stated that she was not stationed in my area, therefore, she couldn't hear me if this were true. Again, I explained to her that I was not talking to anyone and that I was stationed at my desk except for the conversation that Robin and I had at my desk regarding decorations for department. Further, I asked her if this were true wouldn't someone else have complained way before 4:10pm that evening. I was told that she would be watching me for the next couple of weeks.

After leaving the office I suffered an angina attack and I was ill for the entire Thanksgiving Day weekend. On Monday, November 27, 2006, I went to the doctor for a check-up because of the angina attack. I was given a prescription of Xanax for future occurrences. I am a heart patient and cannot be subjected to such episodes of harassment and treated in such an inhuman manner.

Dec. 11, 2006, Attended a unit luncheon at Gibson steakhouse. After the luncheon, I was called into Ms. Hutchinson's office. She asked me to close the door. Once seated she asked me what I had ordered for lunch. I explained to her that I ordered a "surf and turf" which consisted of a steak and medallion. No appetizer and no dessert. She asked me if I knew how much it cost and I explained to her that I only reviewed the menu for the meal and not the price. She informed me of the price of \$92 and asked me if I had looked around to see what everyone else had ordered. She stated to me that that was the reason that she had the conversation with us during a meeting on Thursday not to order two entrees. I explained to her that I had only ordered one entrée which was the "surf and turf". I was reprimanded for ordering this dish, when it was clearly stated at the meeting to order what we wanted. She then asked me if I ate all of my food and I replied yes. I offered to pay for the difference between my meal and the other meals. I also explained to her that others had ordered appetizers, and desserts that couldn't have been that much more than my meal. I departed from her office without further word.

During the Prepping Project, everyone with the exception of me, was able to work overtime during their lunch. During the last few weeks, Hutchinson finally approved me to work some hours during prepping time. (Date)???

Others aware of the harassment that I have gone through include: All of the Technicians, U/W secretaries and some Underwriters.

From: Scott Sakle

Tuesday, January 16, 2007 8:41 AM Sent:

To:

Gentile-Karas Donna

Subject: Investigation regarding complaint against L. Hutchinson filed on Dec 22, 2006

Hi Donna, thank you for the response regarding the above matter. At your convenience, I would like to get a copy of the results on this investigation. Thank you.

Sakie Aneshia Scott

Underwriting Division Illinois State Medical Services, Inc. Twenty North Michigan Avenue Suite 700 Chicago, IL 60602 (312) 853-1617 (312) 782-2023 FAX

From: Gentile-Karas Donna

Sent: Thursday, January 11, 2007 11:20 AM

To: Scott Sakie

Cc: Allphin Alan; Role Diana **Subject:** Investigation

Hello Sakie,

As per your request, I have investigated your claim of harassment. As you are aware, the Company takes the matter of harassment very seriously and has a zero-tolerance policy in regards to it. As such, the compiled results of the investigation find that no evidence of harassment can be identified at this time.

Should you have any questions please feel free to call me at extension 2375.

Donna Gentile-Karas Assistant Vice President, Human Resources Illinois State Medical Insurance Services, Inc. phone :(312) 551-2375 fax: (312) 782-2850

Chicago, IL 60602 (312) 853-1617 (312) 782-2023 FAX

From: Gentile-Karas Donna

Sent: Thursday, January 11, 2007 11:20 AM

To: Scott Sakie

Cc: Allphin Alan; Role Diana **Subject:** Investigation

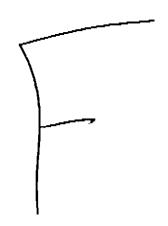
Hello Sakie,

As per your request, I have investigated your claim of harassment. As you are aware, the Company takes the matter of harassment very seriously and has a zero-tolerance policy in regards to it. As such, the compiled results of the investigation find that no evidence of harassment can be identified at this time.

Should you have any questions please feel free to call me at extension 2375.

Donna Gentile-Karaş Assistant Vice President, Human Resources Illinois State Medical Insurance Services, Inc. phone :(312) 551-2375 fax: (312) 782-2850 SUMMATION: I feel as though I am being discriminated against by L. Hutchinson in the Underwriting department. I also feel that Ms. Hutchinson has blocked my opportunity to advance or transfer to other positions at ISMIE, and that this will continue to be the case in the future as long as I am under her supervision. I am talked at rather than spoken to in most situations that I have to deal Ms. Hutchinson.

Claims Representative – I have been a Certified Paralegal in the areas of Real Estate, Corporate Law, and Probate law for the over 20 years and I feel that I was more than qualified for both of the positions that became available at the aforementioned time.



1 1

Illinois State Medical Society Illinois State Medical Insurance Services, Inc. **Performance Evaluation Form** Non-Supervisory

EMPLOYEE NAME	Sakie A. Scott	DATE	7/6/07
CURRENT TITLE	U/W Secretary	DIVISION	C
CURRENT STATUS	Non-Exempt	HIRE DATE	7/1/04
EVALUATOR	L. Hutchinson LL	EVALUATION	N PERIOD _7/06-7/07

To the evaluator:

The above employee has received a Performance Self Evaluation Form and has been asked to submit an assessment of accomplishments and areas for improvement within two weeks. The employee self evaluation form is optional. However, any information the employee wishes to provide should be returned directly to you and submitted with the other portions of the evaluation.

Please complete all of the sections. If an item does not apply to an employee, indicate by checking the appropriate box. Feel free to attach additional information if necessary. In your evaluation, consider objectives achieved, quality of work, contributions to the company and any special knowledge or skills demonstrated by the employee during this evaluation period. Where the employee has failed to meet expectations, please be specific and include any supporting documents.

When the evaluation has been completed, please submit it to your Division Director or Vice President for the appropriate signatures. It will then be returned to you for discussion with the employee. After the evaluation has been discussed, reviewed and signed by the employee, it should be forwarded to the Office of Human Resources for processing.

Definitions of Performance Levels:

- **EXCEEDS EXPECTATIONS:** Exceptional performance maintained in key areas of accountability and consistently makes significant contributions above and beyond what is expected.
- MEETS EXPECTATIONS: Fully proficient performance in key areas of accountability.
- **DOES NOT MEET EXPECTATIONS:** Job performance deficient in most key areas of accountability.

When determining the appropriate performance level of the employee during the evaluation period, the phrase "key areas of accountability" is important. The evaluator takes into account:

- 1. Areas of responsibility and performance measures.
- How the employee is rated against the criteria described in the evaluation form. 2.
- Other established objectives, activities or achievements for which the employee should be 3. recognized.

Using the employee's previous performance evaluation or job description as a guide, list objectives and expected results. For each objective, check off the employee's performance level during this evaluation period. Please consider the employee's self evaluation when completing this section. Feel free to add as many objectives as necessary to accurately reflect the performance objectives of each employee.

PERFORMANCE LEVEL

OBJECTIVES AND EXPECTED RESULTS:	Exceeds Expectations	Meets Expectations	Does Not Meet Expectations
1. Screens and distributes incoming new business applications and submissions. Also responsible for entering information from iMIS and maintaining the division's supply of new business kits. Expectations include accurate information provided to staff in a timely manner, correct data entry in PUMA and proper use of ImageRight work flow procedure.			
2.Provides daily secretarial services to the AVP, Support; assists in the quarterly commission process. Expectations include accurate typing and proofing, solid knowledge of office procedures and equipment and a professional telephone style.			
3. Processes requests for loss history letters on cancelled policies. Expectations are a proper handling of these requests within the required time frame.			
4. Provides backup to the other secretaries if the workload is heavy or in their absence. The main area of responsibility is incoming mail, renewal applications and part-time audits. Expectations are good time management, organization and a positive attitude.			
5.n/a			
6.n/a			
7 n/a			

A. COMMUNICATION: How well does the employee communicate with others both within the company and with other organizations? Check off the performance level and comment on the following applicable areas at the bottom of the page.

PERFORMANCE LEVEL

		Exceeds Expectations	Meets Expectations	Does Not Meet Expectations	Not Applicable
•	writes clearly and concisely		\boxtimes		
•	communicates verbal information clearly and effectively		\boxtimes		
•	maintains ongoing communication with supervisor				
•	maintains ongoing communication with others		\boxtimes		
•	maintains effective communication with other units within the company		\boxtimes		
•	listens effectively and follows work				

Evaluator's Comments:

Numerous informal verbal communications have not become part of Sakie's daily routine, as was requested in last year's review.

B. PROBLEM SOLVING: How effective is the employee in identifying, analyzing and solving problems? Evaluate the employee's ability to reach logical conclusions based on the evidence available. Check off the performance level and comment on the following applicable areas at the bottom of the page.

		PERFORMANCE LEVEL			
		Exceeds Expectations	Meets Expectations	Does Not Meet Expectations	Not Applicable
•	identifies and diagnoses problems		\boxtimes		
•	considers all reasonable alternatives and develops effective solutions		\boxtimes		
•	analyzes and interprets data, integrating information from various sources, using the appropriate level of detail				
•	uses practical procedures and knowledge to achieve objectives		\boxtimes		

Evaluator's Comments:



C. TASK MANAGEMENT: How effective is the employee in setting goals, establishing controls, and monitoring progress for himself/herself and work unit? Check off the performance level and comment on the following applicable areas at the bottom of the page.

PERFORMANCE LEVEL

05/2008

		Exceeds Expectations	Meets Expectations	Does Not Meet Expectations	Not Applicable
•	works effectively on multiple assignments at the same time		\boxtimes		
•	uses initiative and resourcefulness in achieving objectives		\boxtimes		
•	uses all available resources effectively to achieve objectives				
•	produces quality work within established time frames			\boxtimes	
•	produces expected quantity of work within established time frames		⊠		
•	exhibits flexibility under pressure		\boxtimes		
•	works responsibly and independently with given supervision		\boxtimes		

Evaluator's Comments:

The quality of Sakie's work in the area of secretarial support has not improved over last year. As previously stated, she needed to consistently proof and double check each item she worked on, so that it became part of her normal routine. However, it has been noted that she has reduced the social distractions around her. Also, her volume of work is acceptable.

D. SERVICE: How service-oriented is the employee? Does the employee effectively service internal and external contacts? Check off the performance level and comment on the following applicable areas at the bottom of the page. Please use the comment section to give your overall collective impression of service attitude, expressions of service activities and other service issues that you have.

PERFORMANCE LEVEL

		Exceeds Expectations	Meets Expectations	Does Not Meet Expectations	Not Applicable
•	maintains an approachable attitude and image		\boxtimes		
•	responds timely to written documentation and requests		\boxtimes		
•	responds timely to oral requests		\boxtimes		
•	actively follows up on service requests or referrals		\boxtimes		
•	patient and pleasant while assisting others		\boxtimes		
•	offers to "pitch in" and help others		\boxtimes		
•	able to offer suggestions and direct if unable to help		\boxtimes		
•.	adherence to company policies		\boxtimes		

Evaluator's Comments:

carol backup

Sakie performs her backup duties (i.e. indexing the mail, renewal applications and part-time audits) well and in a timely manner. Also, she does pitch in to assist her co-worker in processing requests for loss histories on active policies.

There are two items though that Sakie does need to address. The first is reading and/or responding to emails and voice mails quickly. The other issue is to remain logged onto her computer programs until the end of each work day.

OBJECTIVES FOR NEXT EVALUATION PERIOD

Using the job description and department goals as a guide, what specific projects, activities and results do you expect for the employee over the next evaluation period? Include specific areas for development. Also explain if the objectives as noted in the last evaluation have changed.

The objectives on this review are the same as last year's.

DEVELOPMENT

1. What work related experiences, training or education did the employee complete during this evaluation period that you feel helped to develop his/her performance?

2. What work related experiences, training or education do you feel would help the employee in his/her future job performance?

To provide Sakie with an opportunity to improve her job performance, some of her responsibilities will be adjusted. She will 1) process requests for loss histories and Certificates of Insurance on active policies; 2) order and maintain the division's office supplies; 3) learn the procedure for indexing all incoming requests for loss histories. Other changes may be implemented after training on items 2 and 3 have been completed. Lastly, she will no longer be responsible for providing secretarial services to the AVP, Support.

ADDITIONAL COMMENTS

Evaluator's Comments (Include items to be discussed during the evaluation that are not specifically included in previous parts of this evaluation):

As stated last year, Sakie posseses the abilities to improve her performance by focusing on her daily tasks. Hopefully her new work assignments will provide the opportunity to do better.

Employee's Comments:

My evaluation was discussed with me: March Date Date	Approvals:	7/0/07	Date
W/ Rebutal	AM	7/6/07	Date Date

PERSONNEL ACTION REPORT

HIRE	<u>—</u>	SITION CHANGE		TERMINATION
SALARY CHANGE	PRC	DMOTION		RESIGNATION
EMPLOYEE NAME: Sakie A	. Scott		EMPLOYEE #:	10343
DIVISION: C	PRESENT TITLE:	Underwriting	Secretary	
	NEW TITLE:			
	STATUS:	EXEMPT	NON-EXEMPT	-
HIRE DATE: 7/1/04				
CURRENT REVIEW DATE:	7/1/07			
CURRENT ANNUAL SALARY:	\$35,300.			
RECOMMENDED \$ INCREASE;	\$ 1,000.	RECC	MMENDED % INCRE	EASE: 2.8
NEW ANNUAL SALARY:	\$36,300.			
EFFECTIVE DATE:	7/1/07			
NEXT REVIEW DATE:	7/1/08			
- For Payroll Use Only - Current Semi \$ New Semi \$ Difference \$ - Human Resources Use Only - EVP SIGNATURES SYSTEM & REVIEW LIST SALARY LIST ACTION PAYROLL FILE MEMO JOB DESCRIPTION INSURANCE (IF APPLICABLE) NEW MED. AMT.	NEW DENT. AMT.	APP	PROVED: Let	DATE:
CC: AVP,HR				





June 20, 2007

Dear Sakie:

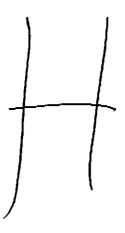
Thank you for expressing your interest in the Underwriting Tech position. However, we have selected another candidate for this position.

Sincerely,

Chris Majerik

Human Resources Specialist

Chui Majenk



Illinois State Medical Society Illinois State Medical Insurance Services, Inc. ISMIE Mutual Insurance Company

NOTICE OF CORRECTIVE ACTION

Name: Sakie A. Scott	Division: C
Job Title: Underwriting Secretary	Date:
Corrective Action Taken:	
Warning	
Probation	
☐ Termination	
Performance or behavior in need of correction: Since 07/19/07, Sakie has been absent 3 days, has arrive on 3 days. Sakie has zero sick time, .75 personal time and 14 hours	
Action required to correct this performance or behave Sakie needs to end her unscheduled time off as it is burdenust cover her work when she is not here. Also, Sakie there armed time off, future absenteeism will require further.	lensome to the other support staff who needs to understand that if she uses all
Employee Explanation:	
Employee Signature:	Date:
Employee Signature: (Acknowledges receipt of corrective action, but	t does not necessarily indicate agreement)
Supervisor Signature:	Date:
Signature: Division Vice President	Date:
Division Vice President	
Signature:	Date:
Assistant Vice President, Human Resou	rces
original = Human Resources copy = emplo	yce copy = Immediate Supervisor



Illinois State Medical Society Illinois State Medical Insurance Services, Inc. ISMIE Mutual Insurance Company

NOTICE OF CORRECTIVE ACTION

Name: <u>S</u> a	ikie A. Scott	DIVISI	VIII
ob Title: Underwriting Secretary		Date:	11/05/07
orrective	Action Taken:		
	Warning		
Ø	Probation		
Ħ	Termination		
excessive to available Action rec Cannot be tolidays, be noteding	absenteeism - employee has utilized le days through 01/01/08. Company quired to correct this performance late, leave early or take time off for between now and 01/01/08. Further termination of employment.	all of her personal, policies attached. or behavior: any reason, other the	nan company scheduled
Cmplovee	Signature:		Date:
ampio, cc	Signature: (Acknowledges receipt of correct	ve action, but does not nec	essarily indicate agreement)
Sapzico	r Signature: Jame C. Hulch	instr.	Date: ///5/07
Super viso	10 1 21111		11/2/00
Signature	Way aur		Date: <u>///3/0/</u>
- 	Division Vice President		
			Data 11/5/07
Signature	" Low your on	<u>o</u>	Date: 11 5 0 1
	Assistant Vice President, Hun	ian Kesources	
		opy = employee	copy = Immediate Supervisor
? Saku	refused the se has a copyry	in prob	ation obscumer
she	has a Conjuy.	Jamit	2° 6 Stakes.

From:

Hutchinson Laura

Sent:

Thursday, November 01, 2007 3:26 PM

To:

Scott Sakie

Subject:

RE: REVISED: FW: UNPAID DAY

Sakie, you are correct regarding unpaid time off.

I don't believe we have a company policy that would allow you to do what you propose.

However, I will check with Human Resources and get back to you.

Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company 312.580.6458 (Direct) 312.782.2023 (Fax)

From: Scott Sakie

Sent: Thursday, November 01, 2007 10:43 AM

To: Hutchinson Laura

Subject: REVISED: FW: UNPAID DAY

LAURA, I UNDERSTAND WE CAN'T TAKE UNPAID TIME OFF.

NEW REQUEST, I WOULD LIKE TO COME IN EARLY/AND OR LEAVE LATER OR SKIP LUNCH IF WORK PERMITS, (WITH A VERIFICATION BY EMAIL TO YOU), TO ACCUMULATE TIME TAKEN FOR NOVEMBER 21, 2007. THANK

ÝOU.

Sakie Aneshia Scott

Underwriting Division

Illinois State Medical Services, Inc.

Twenty North Michigan Avenue

Suite 700

Chicago, IL 60602

(312) 853-1617

(312) 782-2023 FAX

From: Scott Sakle

Sent: Thursday, November 01, 2007 8:54 AM

To: Hutchinson Laura Subject: UNPAID DAY

LAURA, I WILL NEED TO TAKE OFF ON WEDNESDAY, NOVEMBER 21, 2007 FOR AN UNPAID DAY.

Sakie Aneshia Scott

Underwriting Division

Illinois State Medical Services, Inc.

Twenty North Michigan Avenue

Suite 700

Chicago, IL 60602

(312) 853-1617

(312) 782-2023 FAX

Illinois State Medical Insurance Services ISMIE Mutual Insurance Company Illinois State Medical Society Personnel Record As of 10/31/2007

Employee #: 10343

Name: Sakie A Scott Division: Underwriting Title: UW Secretary Phone Number: (708)539-8253

Address1: 669 Clyde Avenue 2nd Phone Number:

Address2: #2N

Cell Phone Number: (708)539-4204 City: Calumet City Home Email: sakiescott@hotmail.com

State: IL

Zlp: 60409

Contact: Lena Powell

Aunt (708)868-8919

Marital Status: Married

Spouse name: Gregory Scott Full (F,4,3,0): FULL TIME Exempt (E/N): NON-EXEMPT

Years Employed: 3

Hire Date: 7/1/2004 Review Date: 7/1/2008

Earn Date: 7/1/2004

Insurance Type	Insurance Carrier	Effective Date	<u>Coverage</u>
Health & MM:	UNICARE HMO	8/1/2004	D - Dependent
Dental:	AMERITAS	8/1/2004	D - Dependent
Grp Life & Acc:	LINCOLN FINANCIAL	8/1/2004	
Vol. Life:			
Short Term Dis:	SELF-INSURED	7/1/2005	
Long Term Dis:	LINCOLN FINANCIAL	7/1/2005	

Retirement Plan

Entry Date: 8/1/2005 Vested Date: 7/1/2007 Percent Vested: 100.00%

> Short Term Dis Used: 0 Paid Absence Used: 3.75 Exempt Overtime: 0

Year To Date Vacation Loss: 0 Vacation Loss Total: 0

	Last YR Balance	Current Earned	Total Earned	Current Used	<u>Balance</u>
Holidays	0.00	37.50	37.50	37.50	0.00
Personal	0.00	45.00	45.00	45.00	0.00
Sick Hours:	0.00	60.00	60.00	60.00	0.00
Vacation	0.00	112.50	112.50	112.50	0.00

INDEX:

IV-5

PAGE:

1 of 2

SECTION:

EMPLOYMENT

EFFECTIVE: February 1, 2003

SUBJECT:

PROGRESSIVE DISCIPLINE / PROBATION/TERMINATION

REVISED:

POLICY:

All employees shall be expected to comply with the standards of work performance and personal conduct and behavior while employed by the Company. It is the policy of the Company that any conduct in its view that results in unsatisfactory work performance or interferes with or adversely affects employment is grounds for disciplinary action ranging Depending on the conduct, from verbal/written warnings to immediate discharge. disciplinary steps may be enforced by the following methods: verbal/written warnings, probation, and/or termination. To that end the Company has installed a system of progressive discipline. Progressive discipline is a means for changing unsatisfactory work performance, conduct or behavior, and for motivating and encouraging employees who demonstrate difficulty in following the standards of the Company.

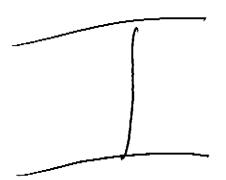
PROCEDURES:

- 1. Corrective action generally follows the course outlined herein. Factors that may be considered in ascertaining the appropriate steps are the seriousness of the offense and prior corrective measures imposed.
 - Warning: Any deficiency or negative action on the employee's part should be discussed with such employee and documented in writing.
 - Probation: A period of time to be determined on a case by case basis in which an employee's deficiency or negative action will be closely monitored and evaluated. Further disciplinary action may be taken during this period if improvement is not forthcoming, up to and including termination. If an employee's annual evaluation comes due during a probation period, the evaluation and corresponding pay increase, if any, shall be delayed until the employee successfully completes the probation period. Any pay increase shall not be retroactive but rather, shall be effective with start of the pay period immediately following the post-probation period.

Probation shall also be appropriate when an employee receives between 25% and 49% of "Does Not Meet Expectations" on their Performance Evaluation or if at any time a Supervisor feels that an employee's work performance is unsatisfactory. Probation requires the approval of the division vice president.

Termination:

- (a) In the event the employee has not corrected the deficiency or negative action following a probation, he or she may be subject to termination of employment.
- (b) In addition, an employee may be terminated immediately, as a result of, unsatisfactory work performance or for behavior which management deems



From:

Scott Sakie

Sent:

Monday, December 03, 2007 11:24 AM

To: Subject: Gentile-Karas Donna Working Environment

Dear Donna,

I feel that I have been placed in a hostile work environment. On Friday, I was four minutes tardy and confronted by Laura Hutchinson before I arrived at my desk requesting that I send her an email of my arrival time. Since I have been placed on probation, I feel that I have been placed under unwarranted stress by "constant surveillance". No one in this company is scrutinized to this level. I am suffering from stress related angina and sometimes find it difficult to breath comfortably without feeling the pressure in my chest. I am a heart patient that has undergone double bypass surgery and cannot be subjected to this type of work environment. I am not going to take off anytime because I do value my job, but just felt that you should be aware of the situation that is being created. I do not feel this behavior is warranted in that there have been no violations been made as far as the accusation made on my "probation document" that was written up on November 5, 2007.

Sakie Aneshia Scott

Underwriting Division Illinois State Medical Services, Inc. Twenty North Michigan Avenue Suite 700 Chicago, IL 60602 (312) 853-1617 (312) 782-2023 FAX



Illinois State Medical Society Illinois State Medical Insurance Services, Inc. ISMIE Mutual Insurance Company

NOTICE OF CORRECTIVE ACTION

Name: Sakie A. Scott	Division: C
Job Title: Underwriting Secretary	Date: <u>01/14/08</u>
	·
Corrective Action Taken:	
Warning	
Probation	
☐ Termination	
Performance or behavior in need of correction:	
Since October, 2007, Sakie has made 21 errors in the	ne screening and/or setup of New Business
applications and submissions and 8 errors in the pro-	ocessing of loss history requests.
Action required to correct this performance or b	acharian
Sakie needs to follow policies and procedures; seek	
unsure of proper handling. She should carefully re-	
that it is correct before she releases it. Further error	
up to and including termination.	
Employee Explanation:	
Employee Explanation,	
	·
Employee Signature:	Date:
	on, but does not necessarily indicate agreement)
Supervisor Signature: XMM C. HWChi	11408 Date: 11408
Simulation of the Alles	1/11/100
Signature: White Division Vice President	Date: ///4/09/
Signature: White Signature:	Date: 1/14/08
Assistant Vice President, Human R	esources
•	
original = Human Resources copy = c	employee copy = Immediate Supervisor
Sakie has stated that she allowed to syn any d I am synn as a wi	e is not
allowed to sun any d	sumers.
	Trum to
- um rigning us a cun	30 -0 12 ·
her receive this.	Smart Stone

MEMORANDUM

DATE:

January 11, 2008

FROM:

Laura C. Hutchinson

Assistant Vice President, Underwriting ISMIE Mutual Insurance Company

RE:

SAKIE SCOTT

Errors in the screening and setup of new business applications and submissions and errors in the processing of loss history requests which have resulted in unsatisfactory work performance and has adversely

impacted the work of underwriters and the functioning and

productivity of the Underwriting Division.

. [_	DATE ERROR	ERROR
- Wilt d		DISCOVERED	
DEFINIA	100	10/15/07	Two batches of loss history letters were put into the File
~WX24	4.7		Room bin without the yellow sheets filled out.
	_2/	10/15/07	Sean brought to my attention a loss history error on #
ļ			61578, Dr. Didluch.
ار	3	(10)(17/07	New Business error on Dr. Khaja # 64519 Willet.
	4	_10/19/07	New Business error on Dr. Ahn # 03567 Jacuth
	5	11/1/07	Loss History error on Dr. Rohail #26969 UK
\Box	6	11/1/07	New Business error on Irma Mendez, CRNA
-	7	11/02/07	Loss History error on Dr. Kirby #64707
	8	11/02/07	BOR work flow error
1	9	11/12/07	New business error on Dr. Castro #64820 / OMA
	10	11/13/07	Loss History error on Dr. Sayeed #41372
	11	11/13/07	Loss History error on Dr. Lanciloff
	12	² 11/15/07	New Business error on Dr. Sher 7 and 1000000000000000000000000000000000000
	<u> 13</u>	12/03/07	New Business error on Dr. Barkin - pharmacist #64866 Krondo
	74	12/04/07	New Business error on Dr. Ravishankar
- (#21973
	15	12/05/07	Loss History error on Dr. Kreinbring #58971
	16	12/05/07	New business error on Dr. Peart #64836
\h	17_	12/05/07	New Business error on Dr. Dominquez – optometrist #64864 WO POCTOR New business errors on Dr. Stokes #64871 — NO NOTE.
*	<u>-18</u>	12/06/07	Trion poortious strain at mit are the property of the property
	19	12/06/07	New business errors on Jennifer/McBride-Schultz, CRNA #64864 NO SUCH DUMPERS
سد ہ	20	12/07/07	ImageRight error on Dr. Cave #63230 TOL KESPLN TO THE
15140L	21	12/12/07	New Business error on Irma Mendez, CRNA #64891
HINIO	22	12/13/07	New Business error on Dr. Rana #60620 /AN YA
·	23	12/13/07	New Business error on Chicago Anesthesia Associates

		DATE ERROR	ERROR	
	<u> </u>	DISCOVERED	10 /0	
	_		#64893	
	24	12/14/07	New Business error on Dr. Khoransani #64899	
	25	12/14/07	New Business error on Dr. Candido #64900 IA-N/C	
	26	12/17/07	New Business error on Dr. Gorelik #64777	
	27	12/18/07	Loss History error on Dr. Schrier #41908	
	28	12/18/07	Loss History error on Dr. Behr #59321	
	29_	12/27/07	New Business error on Dr. Flores #56853	
	/30	18/27/07	New Business #57511 was received December 21, 2007 at	
/		3pm and not processed as of 12/27/07 at 9:50am; e-mail		
	(L)	was sent indicating that this was a priority; was not	
			completed until 4pm	
K,	31>	<u>†</u> 12/28/07	New Business error on Dr. DeCastro #08403	
\geq	32	12/28/07	New Business error on Pamela Edelmuth, CRNA #64916	
, —	33	12/28/07 ppe	Did not put the new ISMIE Mutual supplies away which were	
		No to the	delivered 12/21/07;	
		li Wi U	Did not get rid of old letterhead from cubicles; - BULL ASXSTED	
			i Did not order new supplies,	
		PRICHE	Did not hand in her weekly activity log or advise what was	
		1409-	pending at her desk prior to 10 day vacation;	
			pending at her desk prior to 10 day vacation; 25 loss history letters were left out on her printer — Procession of HIPPAA policy.	
		other ao-	constitutes a violation of HIPPAA policy.	
	34	1/07/08	New Business error on Dr. DeBacker #13962	

2:10/0/ emin./

From:

Scott Sakie

Sent:

Friday, October 19, 2007 11:22 AM

To:

Stokes Jacinth

Cc:

Hutchinson Laura

Subject: RE: New Business - 03567 Charles S. Ahn, MD

No I don't usually check all of this information unless it's New Business since it is coming from the Underwriter or Tech. Please advise on future occurrences.

Sakie Aneshia Scott

Underwriting Division
Illinois State Medical Services, Inc.
Twenty North Michigan Avenue
Suite 700
Chicago, IL 60602
(312) 853-1617
(312) 782-2023 FAX

From: Stokes Jacinth

Sent: Friday, October 19, 2007 11:20 AM

To: Scott Sakie **Cc:** Hutchinson Laura

Subject: New Business - 03567 Charles S. Ahn, MD

Sakie.

I am in the process of reviewing the above captioned New Business Application. This policy number was reinitialized but the applicant's middle initial, birth date and social security number is not that of the reinitialized policy. Are these data elements not normally double-checked before old policy numbers are reinitialized? If not, we should get it added to the list of items that the NB screener should verify.

I will send the task back to you for correction.

Thanks. Jacinth

Jacinth E. Stokes
Underwriting Support Manager
ISMIE Mutual Insurance Company
20 N. Michigan Avenue
Chicago, IL 60602
(312) 580-2498
(312) 782-2023 (Fax)

From:

Scott Sakie

Sent:

Friday, October 19, 2007 3:42 PM

To:

Hutchinson Laura

Subject: RE: New Business - 03567 Charles S. Ahn, MD

Okay.

Sakie Aneshia Scott

Underwriting Division
Illinois State Medical Services, Inc.
Twenty North Michigan Avenue
Suite 700
Chicago, IL 60602
(312) 853-1617
(312) 782-2023 FAX

From: Hutchinson Laura

Sent: Friday, October 19, 2007 3:22 PM

To: Stokes Jacinth; Scott Sakie

Subject: RE: New Business - 03567 Charles S. Ahn, MD

We will need to discuss this on Monday.

Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company 312.580.6458 (Direct) 312.782.2023 (fax)

From: Stokes Jacinth

Sent: Friday, October 19, 2007 12:11 PM

To: Scott Sakie Cc: Hutchinson Laura

Subject: RE: New Business - 03567 Charles S. Ahn, MD

We should still get together this afternoon and discuss the process of what is checked in the screening process. The tech would be concentrating on the right side of the rating worksheet and the actual application. I caught as soon as I started reviewing the app.

Thanks.

Jacinth

From: Scott Sakie

Sent: Friday, October 19, 2007 11:38 AM

To: Stokes Jacinth Cc: Hutchinson Laura

Subject: RE: New Business - 03567 Charles S. Ahn, MD

I just discovered that this was a New Business not re-initialization. The middle initial got past all of us. Therefore Policy #03567 should be declined as set up in error.

1/16/2008

Sakie Aneshia Scott

Underwriting Division Illinois State Medical Services, Inc. Twenty North Michigan Avenue Suite 700 Chicago, IL 60602 (312) 853-1617 (312) 782-2023 FAX

From: Stokes Jacinth

Sent: Friday, October 19, 2007 11:20 AM

To: Scott Sakie Cc: Hutchinson Laura

Subject: New Business - 03567 Charles S. Ahn, MD

Sakie,

I am in the process of reviewing the above captioned New Business Application. This policy number was reinitialized but the applicant's middle initial, birth date and social security number is not that of the reinitialized policy. Are these data elements not normally double-checked before old policy numbers are reinitialized? If not, we should get it added to the list of items that the NB screener should verify.

I will send the task back to you for correction.

Thanks. Jacinth

Jacinth E. Stokes Underwriting Support Manager ISMIE Mutual Insurance Company 20 N. Michigan Avenue Chicago, IL 60602 (312) 580-2498 (312) 782-2023 (Fax)

Argyris Spero

From:

Argyris Spero

Sent:

Tuesday, November 13, 2007 7:44 AM

To:

'Renate.A.Bayer@marsh.com'

Subject:

RE: Eric D. Castro, M.D. #64820 (Joining EHC Physicians #23279)

Renate,

It appears that Dr. Castro may be applying for a 2nd ISMIE policy in addition to the he has in-force thru another group. There is also the possibility that he may also retaining coverage for another ER practice activity insured with ERRG. Refer to Q #20 &

you'll see Jon, Policy 56402 was "IN FORCE" the Dr. Castro Spero Argyr when I set up a new number for him misreading his ISMIE Mutuasocial security. The proker submitted anto to Laura 312-580-243 with information to accomodate this recent ----Origin From: Renatapplication. Should I request to have the second. Sent: Monda To: Argyrismumber declined and process as a "Reapp" of cap we Subject: Re keep the second number in Force. Since you are the

Spero,

existing UW on 56402, if we are going to keep the I will inquisecond number in force. I will need to have you obtain a Mgr. approval, and have Laura decline the please elab regarding e second number: SCOTT 11/13/2007

Thanks.

Renate

Eric D. Castro, M.D. #64820 (Joining EHC Physicians #23279)

From:

Scott Sakie

Sent:

Thursday, November 15, 2007 1:04 PM

To:

Olson Jon

Cc:

Hutchinson Laura

Subject: RE: N/B # 64820 - Dr. Castro

Jon: I have created another task for Dr. Castro's application. Please get approval for second number, if needed, and let me know the turnout. Thank you.

Sakie Aneshia Scott

Underwriting Division
Illinois State Medical Services, Inc.
Twenty North Michigan Avenue
Suite 700
Chicago, IL 60602
(312) 853-1617
(312) 782-2023 FAX

From: Olson Jon

Sent: Thursday, November 15, 2007 1:01 PM

To: Scott Sakie

Subject: RE: N/B # 64820 - Dr. Castro

Sakie,

I see your note on the policy, but for some reason Spero has this now and appears to be handling the application. I can't get into his to do list to send it for approval, so maybe we can check with Spero when he gets back.

The second task is in Null and I can't get to it.

Jon M. Olson
Underwriting Specialist
(312) 580-6492 Direct
(312) 782-2023 Fax
ISMIE Mutual Insurance Company
20 N. Michigan Avenue
Sulte 700
Chicago, IL 60602
JonOlson@ismie.com

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From: Scott Sakie

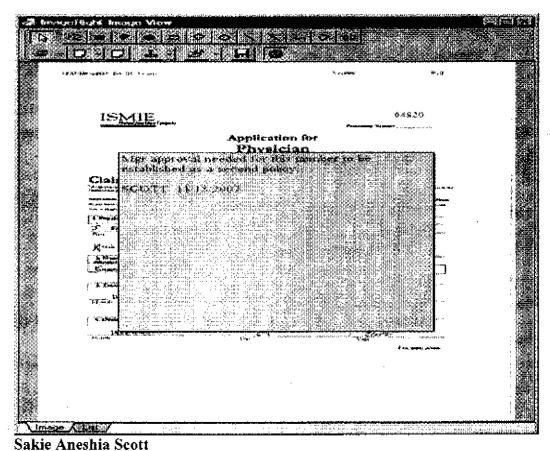
Sent: Thursday, November 15, 2007 12:57 PM

To: Olson Jon

Cc: Hutchinson Laura

Subject: RE: N/B # 64820 - Dr. Castro

Jon, I sent you the application with a post-it note attached explaining that you were the existing underwriter for policy number 56402 prior to the set up of #64820. An approval was needed for the second number to be issued. The reason the first number was not used is because the name was entered in a different manner. I am forwarding the application back to you for a Mgr approval on second number. Thank you.



Underwriting Division Illinois State Medical Services, Inc. Twenty North Michigan Avenue Suite 700 Chicago, IL 60602

(312) 853-1617

(312) 782-2023 FAX

From: Olson Jon

Sent: Thursday, November 15, 2007 12:45 PM

To: Scott Sakie

Subject: RE: N/B # 64820 - Dr. Castro

This is in Spero's to do list.

Jon M. Olson
Underwriting Specialist
(312) 580-6492 Direct
(312) 782-2023 Fax
ISMIE Mutual Insurance Company
20 N. Michigan Avenue
Sulte 700
Chicago, IL 60602
JonOlson@ismie.com

IMPORTANT: THIS E-MAIL IS INTENDED ONLY FOR THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED, AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT, OR THE EMPLOYEE OR AGENT RESPONSIBLE FOR DELIVERING THE MESSAGE TO THE INTENDED RECIPIENT, YOU ARE HEREBY INFORMED THAT ANY USE, DISCLOSURE, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE OR EMAIL AND CONFIRM THAT YOU HAVE PURGED THE MESSAGE FROM YOUR COMPUTER SYSTEMS AND DESTROYED ANY PAPER COPIES YOU MAY HAVE MADE. THANK YOU.

From: Scott Sakie

Sent: Thursday, November 15, 2007 12:41 PM

To: Olson Jon

Subject: FW: N/B # 64820 - Dr. Castro

Jon: Can you please give me the status of this?

Sakie Aneshia Scott

Underwriting Division
Illinois State Medical Services, Inc.
Twenty North Michigan Avenue
Suite 700
Chicago, IL 60602
(312) 853-1617
(312) 782-2023 FAX

From: Hutchinson Laura

Sent: Thursday, November 15, 2007 11:46 AM

To: Scott Sakie

Subject: RE: N/B # 64820 - Dr. Castro

What is the status of this issue?

From: Scott Sakle

Sent: Tuesday, November 13, 2007 9:54 AM

To: Hutchinson Laura

Subject: RE: N/B # 64820 - Dr. Castro

The name and social security number are changed. I have sent a note to Jon asking him about the policy in force and I am awaiting his response. Will let you know as soon as I get word from Jon regarding whether to leave second policy in force or decline.

From: Hutchinson Laura

Sent: Monday, November 12, 2007 4:36 PM

To: Scott Sakie Cc: Argyris Spero

Subject: N/B # 64820 - Dr. Castro

Please see this doctor's PUMA record.

The first name and social security number were not entered correctly. Please fix this information.

Also, this doctor has coverage under # 56402, so you need to determine if he should have a second number

Let me know either way, as I have received mail from the broker for him.

Scott Sakie

From:

Hutchinson Laura

Sent:

Thursday, November 15, 2007 11:46 AM

To:

Scott Sakie

Subject: RE: N/B # 64820 - Dr. Castro

What is the status of this issue?

From: Scott Sakie

Sent: Tuesday, November 13, 2007 9:54 AM

To: Hutchinson Laura

Subject: RE: N/B/# 64820 - Dr. Castro

The name and social security number are changed. I have sent a note to Jon asking him about the policy in force and I am awaiting his response. Will let you know as soon as I get word from Jon regarding whether to leave second policy in force or decline. /

From: Hutchinson Laura

Sent: Monday, November 12, 2007 4:36 PM

To: Scott Sakle Cc: Argyris Spero

Subject: N/B # 64820 - Dr. Castro

Please see this doctor's PUMA record.

The first name and social security number were not entered correctly. Please fix this information. Also, this doctor has coverage under # 56402, so you need to determine if he should have a second number

assigned.

Let me know either way, as I have received mail from the broker for hirps

Filed 05/05/2008 Page 112 of 118

Page 2 of 2

20 N. Michigan Avenue Suite 700 Chicago, IL 60602 JonOlson@ismie.com

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MAY HAVE MADE THAM YOU. MAY HAVE MADE, THANK YOU.

Rage 113 of 118 Page 2 of 3

Sent: Thursday, November 15, 2007 10:31 AM

To: Welch Willet

Cc: Stokes Jacinth; Olson Jon

Subject: RE: Zainab Sher, M.D. / 60833 - S364064

Willet, I don't see the task in Imageright. Please resend tasks.

Sakie Aneshia Scott

Undexwriting Division

Illinois State Medical Services, Inc. Twenty North Michigan Avenue

Suite 700

Chicago, IL 60602

(312) 853-1617

(312) 782-2023 FAX

From: Welch Willet

Sent: Thursday, November 15, 2007 10:20 AM

To: Scott Sakie

Subject: FW: Zainab Sher, M.D. / 60833 - S364064

Please let me know what the status of this is. Thank you.

From: Welch Willet

Sent: Tuesday, November 13, 2007 3:55 PM

To: Scott Sakie

Cc: Stokes Jacinth; Olson Jon

Subject: FW: Zainab Sher, M.D. / 60833 - S364064

FYI- Quote has been accepted.

Please set up information in PUMA and let me know when complete. Thank you.

From: Olson Jon

Sent: Tuesday, November 13, 2007 2:16 PM

To: Welch Willet

Subject: Zainab Sher, M.D. / 60833 - S364064

Willet,

This individual quote has been accepted.

Jon M. Olson

Underwriting Specialist

(312) 580-6492 Direct

(312) 782-2023 Fax

ISMIE Mutual Insurance Company

20 N. Michigan Avenue

Suite 700

Chicago, IL 60602

JonOlson@ismie.com

Scott Sakie

From:

Stokes Jacinth

Sent:

Tuesday, December 04, 2007 11:37 AM

To: Scott Sakie

Subject:

RE: 21973 - Dr. Ravishankar

No, I have not received it yet.

Jacinth

From: Scott Sakie

Sent: Tuesday, December 04, 2007 10:34 AM

To: Stokes Jacinth

Subject: 21973 - Dr. Ravishankar

Did you get this In a task through "Manually Route"? Application "In Force".

Sakie Aneshia Scott

Underwriting Division
Illinois State Medical Services, Inc.
Twenty North Michigan Avenue
Suite 700
Chicago, IL 60602
(312) 853-1617
(312) 782-2023 FAX

Scott Sakie

From:

Scott Sakie

Sent:

Thursday, December 27, 2007 4:06 PM

To:

Szatkowski Lawrence

Subject:

RE: 57511

KILL IT?????????

Sakie Aneshia Scott

Underwriting Division Illinois State Medical Services, Inc. Twenty North Michigan Avenue Suite 700 Chicago, IL 60602 (312) 853-1617 (312) 782-2023 FAX

From: Szatkowski Lawrence -

Sent: Thursday, December 27, 2007 4:05 PM

To: Scott Sakle Subject: RE: 57511

I have a task in submission, correct You have a task in new biz, incorrect

Lawrence J. Szatkowski Underwriting Specialist ISMIE Mutual Insurance Co. 312-580-6469

From: Scott Sakle

Sent: Thursday, December 27, 2007 4:05 PM

To: Szatkowski Lawrence **Subject:** RE: 57511

Sakie Aneshia Scott

Underwriting Division Illinois State Medical Services, Inc. Twenty North Michigan Avenue Suite 700 Chicago, IL 60602 (312) 853-1617 (312) 782-2023 FAX

From: Szatkowski Lawrence

Sent: Thursday, December 27, 2007 4:04 PM

To: Scott Sakie

Subject: RE: 57511

End it

Lawrence J. Szatkowski Underwriting Specialist ISMIE Mutual Insurance Co. 312-580-6469

From: Scott Sakie

Sent: Thursday, December 27, 2007 4:02 PM

To: Szatkowski Lawrence Subject: RE: 57511

Why is it in the new business workflow????

Sakie Aneshia Scott

Underwriting Division Illinois State Medical Services, Inc. Twenty North Michigan Avenue Suite 700 Chicago, IL 60602 (312) 853-1617 (312) 782-2023 FAX

From: Szatkowski Lawrence

Sent: Thursday, December 27, 2007 4:02 PM

To: Scott Sakie Subject: RE: 57511

I have it as a submission which is correct. I do not know what you have

Lawrence J. Szatkowski Underwriting Specialist ISMIE Mutual Insurance Co. 312-580-6469

From: Scott Sakie

Sent: Thursday, December 27, 2007 1:40 PM To: Cowens Brenda; Szatkowski Lawrence

Subject: 57511

Why do I have this back in new business?

Sakic Aneshia Scott

Underwriting Division Illinois State Medical Services, Inc. Twenty North Michigan Avenue Suite 700 Chicago, IL 60602 (312) 853-1617 (312) 782-2023 FAX

Case 1:08-cv-01457__ Document 6 Filed 05/05/2008 Page 117 of 118 Case 1:08-cv-01457 Document 6 Filed 05/05/2008 Page 118 of 118

SUBJECT:	DATE:
30'	states were not ordered
14,	there was an ellas, with
/ //	this police; See amay 12/4/0701/8310n
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	9-0
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TAB (DESCRIPTION)

File Date:	May 5, 2008
Case No:	OBCV 1457
	,
ATTACHN	AENT #
EXHIBIT	K) through Q



Illinois State Medical Society Illinois State Medical Insurance Services, Inc.
ISMIE Mutual Insurance Company

NOTICE OF CORRECTIVE ACTION

Name: Sakie A. Scott	Division: <u>C</u>	
Job Title: Underwriting Secretary	Date: <u>01/14/08</u>	
Corrective Action Taken: Warning Probation Termination		
Performance or behavior in need of correction: Since July, 2007, Sakie has been tardy 13 times.		
Action required to correct this performance or be Sakie needs to start work on time each day. She is re each day to confirm that she arrived on time. If an etardy and it will be counted as such. Further tardines up to and including termination.	equired to send an e-mail to her supervisor mail is not sent it is understood that she was	
Employee Explanation:		
Employee Signature: (Acknowledges receipt of corrective action Supervisor Signature: Signature: Division Vice President Assistant Vice President, Human Receipt of corrective action (Acknowledges receipt of corrective action (Acknowledge	Date: Date:	
original = Human Resources copy = en	nployee copy = Immediate Supervisor	
to her received the	Ultren	

MEMORANDUM

DATE:

January 11, 2008

FROM:

Laura C. Hutchinson

Assistant Vice President, Underwriting ISMIE Mutual Insurance Company

RE:

SAKIE SCOTT (Start time: 8:15 am; End time: 4:30pm)

Tardiness and leaving early which constitutes unsatisfactory work performance and behavior pursuant to the Company Progressive

Discipline Policy.

	DATE	ACTION /
1	07/25/07	Late arrival at 9:05 NO /O) C/C
2	07/19/07	Sakie requested to leave early - 3:30 pm - NO LUNDA
3	07/27/07	Sakie requested to leave early - 3:45 pm - 1/0 / 1/1/0
4	08/01/07	Late arrival at 11:36 am - Portonal Fing - NO/VIVON
5	08/16/07	Late arrival at 9:15 am - NO /UNCH
6	08/28/07	Sakie requested to leave early - 3:30 pm - made V p on I WCM
7	08/30/07	Late arrival at 8:45 am - Late 4:45 pm
8	09/05/07	Late arrival at 9:50 am -no lunch - Stalfed 1016
9	09/20/07	Late arrival at 8:45 am — NO IUNON '
10	0927/07	Late arrival. Sakie requested 2 hours personal time for
		tomorrow 8:15 to 10:15 am Sakie arrived at 11:45 am
ĺ		instead of 10:15 am. My accorded time
11	10/11/07	Late arrival at 8:40 am - Made Up lunch-hmu
12	10/12/07	Jacinth saw Sakie arrive at 8:40 am. I asked Sakie if she
	-	was late and she said that she was 10 minutes late not 25
		minutes — OK
13	10/18/07	Late arrival at 9:15 am — NO LUNCU
14	11/16/07	Late arrival at 8:49 am -NOT BOUNCATED
15	11/30/07	Late arrival at 8:20 am — NOT BOLUMENTED
16	1/10/08	Late arrival at 8:35 am

BUS TICKET

1/0

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ATTORNEYS

Lawrence R. Barezky Alvin R. Becker Miles N. Beermann Erin J. Bognar Julie P. Brett

Deane B. Brown

Bradley T. Cheskes

Michael C. Craven
Howard C. Emmerman
Thomas T. Field
Lyle S. Genin
Katherine A. Grosh
Kathryn L. Homburger
Pamela J. Hutul

Herbert A. Kessel Howard A. London Katarinna McBride Maribeth Olenski Stefania Pialis James M. Quigley Stephanie G. Sadow Catherine M. Stone
Jacqueline J. Torshen
Shana L. Vitek
William Woloshin
William A. Zolla II
OF COUNSEL
Nathan B. Swerdlove

November 9, 2007

U.S. Equal Employment Opportunity Comission 500 West Madison Street Suite 2800 Chicago, Illinois 60661

Attention:

Sylvia Bustos

Investigator Support Assistant

Re:

EEOC Charge No. 440-2007-08184

Complainant: Sakie Scott

Respondent: Illinois State Medical Insurance Services

Dear Ms. Bustos:

1: _

The following is the Response of Illinois State Medical Insurance Services ("ISMIS") to the Complainant, Sakie Scott's charge of employment discrimination on the basis of race and sex, in violation of Title VII of the Civil Rights Act of 1964, as amended and on the basis of age in violation of the Age Discrimination Act of 1967, as amended (the "Charge").

I. POSITION OF ILLINOIS STATE MEDICAL INSURANCE SERVICES

ISMIS refutes the Charge made by Ms. Scott. Ms. Scott has not been subjected to any harassment by her supervisor nor has she been discriminated against on any basis. ISMIS has a Non Discrimination Policy that prohibits race, color, religion, sex, sexual orientation, age, national origin, and physical or mental disability unrelated to the individual's qualifications for the job from being used as the basis for any personnel decisions. (See ISMIS Non Discrimination Statement, Exh. 1, Exh. A). ISMIS also has a General/Sexual Harassment policy that further prohibits "hostile remarks or actions regarding employee race, color, religion, sex, age, national origin, or mental or physical disability." (See ISMIS General/Sexual Harassment Policy, Exh. 1, Exh. G). Pursuant to the General/Sexual Harassment Policy, ISMIS' Assistant Vice President for Human Resources, Donna Gentile-Karas conducted an investigation into the charge of discrimination made by Ms. Scott and determined that there was no evidence that Ms. Scott had been subjected to harassment by her supervisor. (Exh. 1, ¶¶ 13-18). Furthermore, there was no evidence to support that Ms. Scott was discriminated against in her application for the position of Underwriting Technician. (Exh. 2, Exh. 3, Exh. 4, Exh. 5). Ms. Gentile-Karas'

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ATTORNEYS

U.S. Equal Employment Opportunity Comission November 9, 2007 Page 2

investigation revealed that Ms. Scott has not been treated differently than other employees at ISMIS due to her age, gender or race. (Exh. 1 ¶¶ 13-18).

II. BACKGROUND FACTS

Case 1:08-cv-01457

Ms. Scott was hired by Laura Hutchinson, an Assistant Vice President of Underwriting to fill the position of Underwriting Secretary in July 1, 2004 and to provide secretarial support for Ms. Hutchinson. Ms. Hutchinson has been Ms. Scott's direct supervisor since she began at ISMIS. (Exh. 1, Exh. B, Exh. 2 ¶4). The job responsibilities of Underwriting Secretary include the following:

- (a) Provide support services to the Underwriting Staff which includes telephone backup, word processing, photocopying, faxing, preparing clinical proposal folders and look up of proposal physician information
- (b) Enter group profiles for the submission;
- (c) Screen and process Claim History and Certificates of Insurance requests for policyholders;
- (d) Screen new business applications, incoming correspondence and Underwriting Profile Update forms, and copy applications for mailing with policy documents;
- (e) Accept simple new business applications and mailing documents;
- (f) Distribute computer output, process request for new business kits and other informational material and Certificate of Mailing letters:
- (g) Maintain inventory of division's supplies and prepare purchase orders;
- (h) Establish and maintain broker identification information for applicable policy computer records and underwriting files;
- (i) Enter policyholder data into the computer system (e.g. rate sheets, action requests;
- (j) Provide quality serve to policyholders and staff;
- (k) Additional duties and responsibilities as required.

(the "Underwriting Secretary Position Description"). (Exh. 1, Exh. C, and Exh. 2, Exh. A).

A. HISTORY OF SAKIE SCOTT PERFORMANCE AND INTERACTION WITH SUPERVISOR

There have been problems with the quality of Ms. Scott's work through-out her employment with ISMIS and on every performance review Ms. Scott did not meet expectations with respect to certain categories of her work as outlined in her Performance Evaluations in 2005, 2006 and 2007. (Exh. 1, Exh. D and Exh. 2, Exhs. B, C, E). There have also been issues with tardiness, excessive absenteeism, and various other issues set forth in Ms. Scott's Performance Evaluations in 2005, 2006, and 2007. *Id.* The ISMIS Progressive Disciplinary

Filed 05/05/2008

Case 1:08-cv-01457-

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ATTORNEYS

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U.S. Equal Employment Opportunity Comission November 9, 2007 Page 3

Policy provides that "any conduct in its view that results in unsatisfactory work performance or interferes with or adversely affects employment is grounds for disciplinary action." (Exh. 1, Exh. E). The ISMIS Progressive Disciplinary Policy also provides that unsatisfactory work performance, excessive tardiness, and absenteeism are grounds for termination. Id.

Rather than pursue disciplinary measures pursuant to the ISMIS Progressive Disciplinary Policy, Ms. Hutchinson made recommendations and adjustments to Ms. Scott's duties to assist Ms. Scott in improving her work performance. (Exh. 1, Exh. D). For example, Ms. Hutchinson recommended that Ms. Scott develop a daily task schedule and adhere to it including meeting with Ms. Hutchinson daily at 9 am, 11 am, 2 pm and 4 pm to address work issues. Ms. Hutchinson recommended Ms. Scott reorganize her cubicle and Microsoft In Box to assist Ms. Scott in concentrating on her work. Furthermore, the Underwriting Division made a transition to imaging that should have further streamlined Ms. Scott's work. Finally, when prior recommendations and adjustments were unsuccessful, Ms. Hutchinson adjusted Ms. Scott's responsibilities so that Ms. Scott no longer had to provide secretarial support for Ms. Hutchinson, which reduced Ms. Scott's workload. (Exh. 2 ¶¶9-36).

On December 14, 2006, Ms. Scott made an internal complaint to Human Resources at ISMIS alleging that she was being harassed by her supervisor Ms. Hutchinson. (Exh. 1, Exh. F). At that time, the Assistant Vice President of ISMIS, Ms. Gentile-Karas conducted a thorough investigation of all allegations made by Ms. Scott. (Exh. 1 ¶13-18). As part of Ms. Gentile-Karas' investigation, she interviewed various individuals in the Underwriting Division, the Claims Division and all individuals identified in Ms. Scott's complaint. Ms. Gentile-Karas discovered no evidence to support any finding of harassment of discrimination against Ms. Scott by Ms. Hutchinson. (Exh. 1 ¶18).

Since Ms. Scott's internal complaint of harassment, Ms. Jacinth Stokes, the Underwriting Support Manager has participated in Ms. Scott's Performance Evaluation and any and all discussions with Ms. Scott regarding problems with the quality of her work. Additionally, Ms. Gentile-Karas has been consulted with and overseen any issues relating to Ms. Scott's employment. (Exh. 1).

MS. SCOTT APPLICATIONS FOR OTHER POSITIONS AT ISMIS В.

Ms. Scott alleged in her complaint against Ms. Hutchinson that Ms. Hutchinson "blocked" her "transfer" to other positions at ISMIS. While employed with ISMIS, Ms. Scott has applied internally for three (3) positions: (1) Underwriting Technician on September 20, 2005; (2) Claims Service Representative on February 22, 2006; and (3) Underwriting Technician on June 29, 2007. All three positions would constitute promotions from Ms. Scott's current position. With respect to the two Underwriting Technician positions, Ms. Hutchinson was on a

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ATTORNEYS

U.S. Equal Employment Opportunity Comission November 9, 2007 Page 4

selection team with three other individuals and with respect to the Claims Service Representative position, Ms. Hutchinson was not in any way part of the selection or hiring process. (Exh. 2, Exh. 3, Exh. 4, Exh. 5).

Ms. Scott was not selected for any of the positions for which she applied because all members of the selection teams in all three instances did not feel that Ms. Scott was the best-qualified person for those positions. In all three instances, the members of the selection teams were concerned about Ms. Scott's consistent performance problems as set forth in her Performance Evaluations. Moreover, with respect to positions for Underwriting Technician, during the interviews for both positions, Ms. Scott did not understand nor could she articulate the duties and responsibilities of the position. The members of the three different selection teams confirmed that age, gender nor race were discussed during the selection or interview process and did not factor into the selection process. With respect to the most recent application submitted by Ms. Scott for the position of Underwriting Technician, the final recommendation was made by Sheila Coghlan, another Assistant Vice President in Underwriting. (Exh. 2, Exh. 3, Exh. 4, Exh. 5).

There was no factual basis to support Ms. Scott's allegations that any of the decisions not to promote Ms. Scott were the result of Ms. Hutchinson "blocking" those promotions, nor was there any factual basis to support that age, gender or race factored into the selection process.

II. NOTICE OF CORRECTIVE ACTION AND PROBATION FOR USE OF ALL ACCRUED TIME

Both Ms. Stokes and Ms. Hutchinson a observed more frequent and regular pattern of Ms. Scott arriving to work late, leaving early and taking unscheduled time off during July, August and September of 2007. Ms. Scott's tardiness, leaving early and unscheduled time off became increasingly burdensome to the other members of the support staff that were required to cover for Ms. Scott when she was not present. As a result, as of September 30, 2007, Ms. Scott had zero sick time, 0.75 personal time and 21.5 hours of vacation time remaining until January 1, 2008; however, Ms. Scott continued taking unscheduled time off. (Exh. 1 ¶19-36, Exh. 2 ¶47-61, Exh. 3 ¶128-34).

ISMIS does not have a policy for unpaid leave and if an employee takes time beyond what is allotted in sick days, personnel days and vacation days, that employee is subject to disciplinary action including termination. (Exh. 1, Exh. Q). Ms. Hutchinson consulted with Ms. Gentile-Karas regarding how to approach this issue with Ms. Scott. (Exh. 1 ¶19-36, Exh. 2 ¶47-61). Ms. Gentile-Karas confirmed that the problem was severe and was in violation of the ISMIS policy and further advised Ms. Hutchinson that once an employee uses up all his/her accrued time s/he would have to be put on probation pursuant to company policy. Ms. Gentile-Karas suggested that Ms. Hutchinson give Ms. Scott a written warning to remind her the few

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ATTORNEYS

U.S. Equal Employment Opportunity Comission November 9, 2007 Page 5

hours of time she has available and to warn her of the potential for disciplinary action in the event she used up all her time.

In early October 2007, while Ms. Hutchinson and Ms. Gentile-Karas were finalizing a Notice of Corrective Action Form pursuant to ISMIS Disciplinary Policy to provide Ms. Scott a written warning, ISMIS received notice of Ms. Scott's EEOC Complaint. The Notice of Corrective Action and written warning were not provided to Ms. Scott at that time, as there were concerns that it may be perceived as retaliatory. Ms. Scott continued to take unscheduled time off through October and by the end of October 2007, Ms. Scott used up all available accrued time. Ms. Scott has zero sick time, zero personal time and zero vacation time. From July 2007 to October 2007, Ms. Scott has arrived late to work without prior notice on the following dates: July 25, August 1, 6, 30, September 5, 19, 27, October 11, 12, and 18. From July 2007 to October 2007, Ms. Scott has made last minute requests to leave early on the following dates: July 19, 27, August 28 and October 4. From July 2007 to October 2007, Ms. Scott has taken last minute time off or simply not come into work on the following dates: August 6, 20, September 4, 6, October 8. (Exh. 1 ¶19-36, Exh. 2 ¶47-61, Exh. 3 ¶28-34).

On November 2, 2007, Ms. Scott sent Ms. Hutchinson an e-mail that acknowledged that she had no time remaining and requested unpaid time off. Ms. Scott later sent an e-mail that acknowledged that she was unable to take unpaid leave and requested that she be permitted to start work early in order to accrue time so that she could take additional time off. Ms. Hutchinson consulted with Ms. Gentile-Karas regarding whether ISMIS had such a policy. The ISMIS sick time, personal time and vacation time policies prohibit employees from using more sick hours, personal hours or vacation hours than they have in their account. Furthermore, ISMIS has placed employees who have utilized all accrued time on probation. Presently, one ISMIS employee is on probation through the end of 2007 for having utilized all her sick, personal and vacation time this year. (Exh. 1 ¶19-36, Exh. 2 ¶47-61, Exh. 3 ¶28-34).

In the interest of treating all similarly situation employees equally, Ms. Hutchinson was instructed to prepare a Notice of Corrective Action placing Ms. Scott on probation for excessive absenteeism and utilizing all her accrued time. The Notice of Corrective Action was reviewed and approved by Ms. Gentile-Karas to confirm that it was consistent with the Notice of Corrective Action given to the ISMIS employee currently on probation for the same policy violation. The Notice of Corrective Action was also reviewed and approved by the Division Vice President All Alphin.. (Exh. 1 ¶19-36, Exh. 2 ¶47-61, Exh. 3 ¶28-34).

On November 5, 2007 Ms. Hutchinson and Ms. Stokes met with Ms. Scott to advise her that she was being put on probation due to the fact that she had utilized all of her accrued time. Ms. Scott demanded a meeting with Human Resources. On November 6, 2007, Ms. Stokes, Ms. Scott and Ms. Hutchinson met with Ms. Gentile-Karas and Ms. Gentile-Karas explained the

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U.S. Equal Employment Opportunity Comission November 9, 2007 Page 6

following: (i) that it was ISMIS policy that an employee is not permitted to take unpaid leave; (ii) employees are not permitted to have a negative balance in their sick accruals, personal accruals and vacation accruals; (iii) employees are prohibited from using more sick hours, personal hours or vacation hours than they have in their account; and (iv) it is ISMIS policy that once an employee utilizes all remaining sick, personal and vacation time, that employee must be put on probation because in the event the that employee takes any additional time off, that employee will be subject to discipline include termination. (Exh. 1 ¶19-36, Exh. 2 ¶47-61, Exh. 3 ¶28-34).

The Notice of Corrective Action form placing Ms. Scott on probation is a direct result of Ms. Scott's use of all her accrued time and is consistent with ISMIS's policy and the manner in which similarly situated employees have been treated. There was no discriminatory or retaliatory motive for placing Ms. Scott on probation. If ISMIS did not do so, it would be unfair and potentially discriminatory to the other ISMIS employee that is currently on probation for the exact same conduct.

III. EVALUATION OF DISCRIMINATION CLAIMS

ISMIS is committed to its policy of providing and maintaining an environment free of harassment and discrimination. ISMIS prohibits the use of race, color, religion, sex, sexual orientation, age, national origin, and physical or mental disability unrelated to the individual's qualifications for the job to be used as a basis for personnel decisions. ISMIS enforces these policies by conducting seminars and training programs for its management level personnel and through Human Resource supervision. When a complaint of harassment or discrimination is made as it was in this case, the complaint is taken very seriously and an immediate and thorough investigation is performed.

In this case, Ms. Gentile-Karas performed a very thorough investigation of Ms. Scott's claim of harassment against Ms. Hutchinson and was unable to find any evidence to support Ms. Scott's claim. There were no facts to support that Ms. Scott was being harassed or treated differently because of her age, gender or race. There were issues with the quality of Ms. Scott's work that Ms. Hutchinson has been attempting to assist Ms. Scott in improving over the past three years and Ms. Gentile-Karas confirmed from others in the Underwriting Division that the issues with the quality of Ms. Scott's work were legitimate. Ms. Gentile-Karas also confirmed through her investigation that Ms. Hutchinson did not take any action to "block" Ms. Scott's advancement in the company. The decisions made not to promote Ms. Scott to Underwriting Technician and Claims Service Representative were made by selection teams pursuant to objective criteria.

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ATTORNEYS

U.S. Equal Employment Opportunity Comission November 9, 2007 Page 7

Since Ms. Scott's internal complaint of harassment was made, all personnel evaluations and decisions regarding Ms. Scott have been made in conjunction with or witnessed by Ms. Stokes, another management level employee in Underwriting and made in consultation with Ms. Gentile-Karas. The reason for these measures was to verify that ISMIS policies are being followed in a fair and even handed manner and to confirm that Ms. Hutchinson was not acting with any retaliatory motive.

IV. EXHIBITS

Attached to ISMIS' Response as support for its position and incorporated herewith are the following affidavits and exhibits:

Exhibit 1 Affidavit of Donna Gentile-Karas,

Assistant Vice President Human Resources

- Exh. A ISMIS Non Discrimination Statement
- Exh. B June 8, 2004 Welcome Letter to Sakie Scott
- Exh. C Underwriting Secretary Position Description
- Exh. D Sakie Scott Performance Evaluations
- Exh. E ISMIS Progressive Discipline/Probation/Termination Policy
- Exh. F Sakie Scott December 14, 2006 Memo
- Exh. G ISMIS General/Sexual Harassment Policy
- Exh. H Laura Hutchinson December 20, 2006 Memo
- Exh. I Internal Application For Underwriting Technician (9/20/05)
- Exh. J Internal Application For Claims Service Representative
- Exh. K 1/11/07 e-mail from Donna Gentile-Karas to Sakie Scott
- Exh. L Sakie Scott Personnel Record as of 9/30/07
- Exh. M Notice of Corrective Action for Sakie Scott written warning
- Exh. N Sakie Scott Personnel Record as of 10/31/07
- Exh. O Memo re Sakie Scott tardiness and time off with back-up e-mails
- Exh. P 11/1/07 e-mails between Sakie Scott and Laura Hutchinson regarding unpaid leave
- Exh. Q ISMIS Sick and Personal Time Policy and Vacation Time Policy
- Exh. R Notice of Corrective Action dated 11/5/07

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ATTORNEYS

U.S. Equal Employment Opportunity Comission November 9, 2007 Page 8

Exhibit 2 Affidavit of Laura Hutchinson

Assistant Vice President Underwriting

- Exh. A Position Description for Underwriting Secretary
- Exh. B Sakie Scott Performance Evaluation (7/18/05)
- Exh. C Sakie Scott Performance Evaluation (8/4/06)
- Exh. D E-mail message deletion confirmations
- Exh. E Sakie Scott Performance Evaluation (7/6/07)
- Exh. F 10/23/07 e-mail from Jacinth Stokes regarding Sakie Scott errors
- Exh. G Sakie Scott December 20, 2006 Memo
- Exh. H Sakie Scott Personnel Record as of 9/30/07
- Exh. I Notice of Corrective Action for written warning
- Exh. J Sakie Scott Personnel Record as of 10/31/07
- Exh. K Memo re Sakie Scott tardiness and time off with back-up e-mails
- Exh. L 11/1/07 e-mails between Sakie Scott and Laura Hutchinson regarding unpaid leave
- Exh. M ISMIS Sick and Personal Time Policy and Vacation Time Policy
- Exh. N ISMIS Progressive Discipline/Probation/Termination Policy
- Exh. O Notice of Corrective Action dated 11/5/07
- Exh. P 11/6/07 e-mail from Jacinth Stokes to Laura Hutchinson and Donna Gentile-Karas

Exhibit 3 Affidavit of Jacinth Stokes

Underwriting Support Manager

- Exh. A 10/23/07 e-mail from Jacinth Stokes regarding Sakie Scott errors
- Exh. B 7/12/07 e-mail from Jacinth Stokes regarding Sakie Scott Performance Evaluation meeting
- Exh. C 6/14/07 e-mail from Jacinth Stokes regarding Sakie Scott absence
- Exh. D 6/28/07 e-mail from Jacinth Stokes regarding Sakie Scott early departure
- Exh. E 11/6/07 e-mail from Jacinth Stokes to Laura Hutchinson and Donna Gentile-Karas

LLP

ATTORNEYS

U.S. Equal Employment Opportunity Comission November 9, 2007 Page 9

Exhibit 4 Affidavit of Sheila Coglan

Assistant Vice President, Underwriting - Technical

- Exh. A Internal Application For Posted Position for Underwriting Technician (9/20/05)
- Exh. B Underwriting Technician Position Description
- Exh. C William H. Blake resume
- Exh. D Internal Application For Posted Position for Underwriting Technician (6/29/07)

Exhibit 5 Affidavit of Michi Smith Director, Underwriting

V. <u>CONCLUSION</u>

The Charge of discrimination filed by Ms. Scott is totally without merit, as evidenced by the attached exhibits and supporting affidavits. If you require anything further, please do not hesitate to contact Lyle Genin and Stefania Pialis of Beermann Swerdlove LLP, the attorneys for Illinois State Medical Insurance Services, Inc. at (312)621-9700.

Yours very truly,

BEERMANN SWERDLOVE LLP

Enclosure



MEMO

To:

Donna Gentile-Karas

From:

Laura C. Hutchinson

Subject:

Sakie Scott's Memo of 12/14/06

Date:

December 20, 2006

Below are my comments regarding items in Sakie's memo.

Sakie was interviewed for the Underwriting Technician position by Sheila Coghlan and I; however, I have no recollection that the original appointment was cancelled and that we conducted the interview without any notice to her.

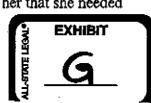
One of Sakie's job responsibilities is to provide secretarial support to me (e.g. sort my In Box, typing, stock paper for my printer). To provide that support she needs to come into my office several times a day. It would also give her the opportunity to discuss her work with me and ask any questions she may have.

After Sakie's interview with Claims, Christine Renfro did call me to discuss Sakie's last review, especially the problem with quality. I stated it was mostly a proofing issue that could be improved.

On 7/26/05 during Sakie's first annual review, I discussed the need for her to "focus more on her work and less on distractions on the floor". We had another conversation on 5/25/06 that she needed to reduce social distractions in order to concentrate on the quality of the work at her desk.

I did ask Keith Evans if he and Willet Welch were in Sakie's cubicle for some reason. He indicated that they had been standing just outside of her cubicle having a conversation. He was sure that they were not in her area, but said that it might have looked like they were. I did relay that information to Sakie. She disagreed with the explanation I gave her, but I told her that there was nothing more I could do.

On 11/21/06. Michi Smith had conversations with Sean Sullivan, Jon Olson and Terry Moore regarding Sakie conduct since she moved into her new cubicle in late September. I then met with Michi, Jon and Sean. They told me that her behavior is "totally distracting" because of the loud social activity in her cubicle, personal calls and cell phone usage during business hours. I then called Sakie into my office to discuss these issues. She denied that any of it is occurring. I told her that she needed



to curtail any distracting socializing and that we would discuss the situation again in 2 weeks to see if there was improvement. Sakie was scheduled off the next day, the Wednesday before Thanksgiving.

On Monday 11/27/06, Sakie's son called to say that his mother was at urgent care; she was having trouble breathing. The next morning I did not hear from Sakie, so I called her and left a message. She called back at 11 am and told me that she had an abnormal EKG and would not be at work the next day.

She returned to the office on Thursday 11/30/06, but became ill with the flu and went home at 1 pm.

Jacinth Stokes and I had a meeting with the support staff on 12/8/06 to discuss a special project that they would all be involved in. Before the meeting ended, I made a statement about Underwriting's quarterly staff lunches. "These lunches were started to foster a team spirit in the division and to show appreciation for Physician First Service. They are a perk that we do not want to lose. You may order what you like but please do not order multiples or more than you can eath Remember that this is a business lunch..."

On 12/11/06 after the second group returned from lunch at Gibson's, I was told by Keith Evans that Sakie had ordered the surf and turf which cost \$96., by far more expensive than anyone else's order. Management (myself, Keith, Jacinth, Michi and Sheila) discussed this issue and we concluded that I needed to speak to Sakie. I called her into my office and said that we needed to discussed the holiday luncheon. I asked her if her remembered my statement to the support staff. She did, but did not believe that she had done anything inappropriate. I tried to explain that she missed the spirit of what I had tried to convey.

Lama C. Hitchison



MEMO TO FILE - Sakie A. Scott

07/03/07. J... The office closed early due to the holiday. As Sakie was leaving I stopped her to ask the status of her work, since she was scheduled off for 3 days after the 4th. She said she was all caught up with new business and the check requests for commission were in my In Box. When I returned to the office on Thursday there were e-mails from Sakie sent on the 4th (e-mail copies attached).

07/12/07......Gave Sakie her review,

07/16/07......Called Sakie around 9 am to ask her to complete her Time Sheet; received e-mail from Sakie at 1:21 pm that she had applied for the U/W Technician position (e-mail copy attached).

07/17/07......Sheila Coghlan and I interviewed Sakie for Greg Davis' position; also spoke to Sakie regarding an Underwriting file she incorrectly gave to Jacinth yesterday (e-mail copy attached).

07/19/07......Sakie requested to leave early today at 3:30 pm (e-mail copy attached).

07/25/07.....Late arrival at 9:05 am due to transportation problems (e-mail copy attached); also, Sakie deleted 21 e-mails from me that she had not read.

07/26/07.....Received "Request for Tuition Reimbursement" for 2 classes Sakie took last year. 07/9/NAL 9/YEA

07/27/07......Sakle requested to leave early today at 3:45 pm (e-mail copy attached).

08/01/07.....Late arrival at 11:36 am due to a family emergency (e-mail copy attached).

08/06/07.....Sakie called in sick. She only has 5.5 hours of sick time left to cover this day.

08/16/07.....Late arrival at 9:15 am due to power outage; at 2:34 pm Sakle requested tomorrow off as a vacation day (email copy attached).

08/20/07......Sakie called to say that she would not be in because she "couldn't get back to Chicago on time".

08/21/07......Sakie requested Sept. 4th as a vacation day (e-mail copy attached) for hospital tests. Later changed to Sept.

08/28/07.....Sakie requested to leave early today at 3:30 pm (e-mail copy attached).

08/30/07.....Late arrival at 8:45 am due to accident on freeway (e-mail copy attached).

09/04/07......Sakie called in to say she wouldn't be in due to a "family emergency". She told me later that her father-inlaw is near death and she went to visit him in Indianapolis.

09/05/07.....Late arrival at 9:50 am due to "transportation problems".

09/19/07.....Sakle requested a vacation day for Oct. 8th.

09/20/07.....Late arrival at 8:45 am due to the bus breaking down.

09/26/07......Sakie requested 2 hours personal time for tomorrow 8:15 to 10:15 am (e-mail attached).

09/27/07......Sakie arrived at 11:45 am instead of 10:15 am (e-mail attached).

11/06/07.....Sakle, Jacinth and I met with Donna at 9:30 am to discuss the probation document.

11/07/07.....no verbal communication

11/08/07.....no verbal communication; also/ Sakie deleted 6

11/09/07.....no verbal communication

EMAIL ON "AUTOPREVIEW STATUS

STATE OF ILLINOIS)
) SS
COUNTY OF C O O K)

AFFIDAVIT OF LAURA HUTCHINSON

I, the undersigned Laura Hutchinson having been duly sworn upon oath, depose and state as follows:

- I am an Assistant Vice-President in the Underwriting Division for Illinois State
 Medical Insurance Services, Inc. ("ISMIS").
 - 2. My date of birth is October 30, 1949, I am Caucasian and I am a woman.
- 3. I have been employed with ISMIS for 30 years. I began my employment as an Underwriting Coordinator and have also held the position of Underwriting Support Supervisor.

I. EMPLOYMENT OF SAKIE SCOTT WITH ISMIS

- 4. I interviewed and hired Sakie Scott to fill the position of Underwriting Secretary in the Underwriting Division. Ms. Scott began her employment with ISMIS on July 1, 2004.
- 5. The basic function of an Underwriting Secretary is to provide secretarial support services to the Underwriting Division. More specifically, the job duties and responsibilities include the following:
 - (a) Provides support services to the Underwriting Staff which includes telephone backup, word processing, photocopying, faxing, preparing clinical proposal folders and look up of proposal physician information

(b) Enter group profiles for the submission;

- (c) Screen and process Claim History and Certificates of Insurance requests for policyholders;
- (d) Screen new business applications, incoming correspondence and Underwriting Profile Update forms, and copy applications for mailing with policy documents;

(e) Accept simple new business applications and mailing documents;

(f) Distribute computer output, process request for new business kits and other informational material and Certificate of Mailing letters;

(g) Maintain inventory of division's supplies and prepare purchase orders;

(h) Establish and maintain broker identification information for applicable policy computer records and underwriting files;

- Enter policyholder data into the computer system (e.g. rate sheets, action (i) requests;
- Provide quality serve to policyholders and staff; **(j)**
- Additional duties and responsibilities as required. (k)

(the "Underwriting Secretary Position Description"). A true and accurate copy of the Underwriting Secretary Position Description is attached hereto and incorporated herewith as Exhibit "A".

- I have been Ms. Scott's supervisor since she began her employment with ISMIS 6. to the present. Included in the responsibility of providing support services to the Underwriting Staff was providing secretarial support services to me.
- I have never harassed Ms. Scott during her employment with ISMIS in any 7. manner. I have never discriminated against her on the basis of her age, gender or race. I have communicated and interacted with Ms. Scott in the same manner in which I communicate and interact with all employees who report to me and all employees at ISMIS.
- Throughout Ms. Scott's employment with ISMIS, I have attempted to support her 8. in her position and made recommendations to assist her in the performance of her job duties and to assist her in meeting the expectations of the position of Underwriting Secretary.

HISTORY OF SAKIE SCOTT WORK PERFORMANCE AND PERFORMANCE EVALUATIONS II.

When Ms. Scott had been employed with ISMIS for approximately one year, I 9. observed consistent patterns of work performance problems. More specifically, the quality of Ms. Scott's work including typing output and new business screening diminished. It became apparent that Ms. Scott was not proof reading her work. This was a serious concern to me because the documents that were typed by Ms. Scott for me included letters, reports and memoranda, that were circulated within the Division and to outside brokers. The consistent errors reflected poorly upon me, the Underwriting Department and ISMIS. Moreover, the

consistent pattern of poor work product quality and errors created additional work for me and took up a considerable amount of my time. Furthermore, errors made by Ms. Scott in relation to screening new business applicants, processing claims history reports, etc., negatively impacted the work of other staff.

10. During the first year of Ms. Scott's employment I also observed a consistent pattern of tardiness. Ms. Scott did not arrive to work on time consistently.

A. 2005 Performance Evaluation

- It is the regular practice for all management level employees at ISMIS to prepare 11. annual Performance Evaluation Forms, evaluating the performance of all employees that report directly to them. The Performance Evaluation Forms are then discussed with each employee individually and filed in each employees personnel file.
- 12. In the regular course of business, after the completion of Ms. Scott's first year of employment with ISMIS, I prepared a Performance Evaluation Form dated July 18, 2005 for the review period of December 2004 through June 2005 ("2005 Performance Evaluation") evaluating Ms. Scott's job performance. A true and accurate copy of the 2005 Performance Evaluation is attached hereto and incorporated herewith as Exhibit "B".
- 13. In the 2005 Performance Evaluation, with respect to the category "produces quality work within established time frames", I noted that Ms. Scott did not meet expectations. During the first year of Ms. Scott's employment I observed a constant pattern of tardiness. Ms. Scott did not arrive at work on time consistently.
- 14. In the 2005 Performance Evaluation, I indicated that "Sakie needs to concentrate on improving her time management and organizational skills. Also she needs to proof her work consistently before she passes it along. To assist in improving her performance, she needs to

develop a daily task schedule and adhere to it. Also, she will need to meet daily with me at 9 am, 11 am, 2 pm and 4 pm to discuss her work issues."

The performance issues noted in the 2005 Performance Evaluation were objective T5. observations made about the quality of Ms. Scott's work and were not influenced in any way by a discriminatory motive. Rather than pursue disciplinary action at that time, I made a commitment to attempt to assist Ms. Scott in achieving success in her position. The performance issues were addressed directly with Ms. Scott on July 26, 2005 during a performance evaluation meeting. During that meeting, I explained the basis for my comments, I outlined the expectations of the position and made recommendations to assist Ms. Scott in meeting expectations. I did not observe that Ms. Scott took issue with any of the comments in the 2005 Performance Evaluation.

B. 2006 Performance Evaluation

16. The problems with Ms. Scott's work performance continued through the following year. The issues with the poor quality of Ms. Scott's work continued. Additionally, I began to observe patterns of consistent absenteeism and constant socializing throughout the work day. Ms. Scott's desk is situated in a cubicle that is located in an open area. Various other members of the Underwriting Division have desks close to Ms. Scott's in the open floor area. I received repeated complaints from certain members of the Underwriting Division about the Ms. Scott's socializing which created a distraction for others in the Division. People congregated by Ms. Scott's cubicle and engaged in fairly loud, non-work related social discussions that were distracting to other members in the Division. Ms. Scott also regularly visited the cubicles of others for the purpose of socializing. I was advised that two Underwriters, Sean Sullivan and Jon Olson had complained that Ms. Scott's behavior was very loud, distracting and interfered with

their ability to do their work. Eventually, Jon Olson was moved to a cubicle further away from Ms. Scott.

- 17. In the regular course of business, after Ms. Scott's second year of employment with ISMIS, I prepared a Performance Evaluation Form dated August 4, 2006 for the review period of July 2005 through July 2006 ("2006 Performance Evaluation") evaluating Ms. Scott's job performance. A true and accurate copy of the 2006 Performance Evaluation is attached hereto and incorporated herewith as Exhibit "C".
- 18. In the 2006 Performance Evaluation, with respect to the category "produces quality work within established time frames", I noted that Ms. Scott did not meet expectations. During the second year of Ms. Scott's employment I observed a constant pattern of socializing that distracted Ms. Scott from her work. In addition, I received various complaints from other members of the Underwriting Division regarding the Ms. Scott's constant socializing and its distracting affect on their work.
- 19. In the 2006 Performance Evaluation, I indicated that "[t]he quality of Sakie's work still needs more improvement. She needs to proof and double check each item she works on consistently so that it becomes part of her normal routine. Reducing social distractions would help in this regard." I further noted that "Sakie needs to avoid distractions and concentrate on the work in front of her. I suggest that she reorganize her cubicle and Microsoft In Box to help her in this area. Also, the transition to Imaging should help Sakie's performance over the next year."
- 20. The performance issues noted in the 2006 Performance Evaluation were objective observations made about the quality of Ms. Scott's work and were not influenced in any way by a discriminatory motive. Again, rather than pursue disciplinary action at that time, I continued to

attempt to assist Ms. Scott in achieving success in her position. I felt that if Ms. Scott reduced the social distractions, she would have sufficient time to focus on the quality of her work. The performance issues were addressed directly with Ms. Scott on August 16, 2006 in a performance evaluation meeting and I again outlined the expectations of the position and made recommendations to assist Ms. Scott in meeting those expectations.

Filed 05/05/2008

C. 2007 Performance Evaluation

- The problems with Ms. Scott's work performance continued through the 21. following year. The quality of Ms. Scott's work did not improve as there were continually errors in her work product including the documents, letters, reports and memoranda that she typed for me. As Ms. Scott began her third year of employment, I felt that she should have acquired a sufficient knowledge of underwriting and the procedures in the Underwriting Division to identify issues and problems and suggest solutions. Ms. Scott rarely did so and never attempted to participate in resolving problems or issues.
- Increasingly during her employment with ISMIS, Ms. Scott reduced her 22. communication and interaction with me. I had repeatedly indicated that Ms. Scott should meet with me at least four times during the day: 9 am, 11 am, 2 pm and 4 pm. The purpose for these daily meetings was to assign work, address issues and problems, monitor work flow, and provide an opportunity to discuss work in order to minimize errors. I had also hoped that by meeting on a regular basis throughout the day, it would provide me with a teaching opportunity to assist Ms. Scott with work and performance related issues and it would further provide a forum where Ms. Scott could give me feedback on how she was doing. Ms. Scott resisted and did not follow through on the proposed meeting schedule and often went an entire day to a number of days without meeting with me.

- 23. During the course of her employment with ISMIS, I also observed that on a regular basis, Ms. Scott did not read e-mails that I sent her. Often times, hours would go by before she would read an e-mail I sent her, sometimes days and on various occasions, Ms. Scott would delete e-mails that I sent her without reading them. On one particular day, Ms. Scott deleted over twenty-one (21) e-mails sent by me without reading them. True and accurate copies of e-mail message receipts confirming that Ms. Scott had deleted e-mails from me without reading them are attached hereto and incorporated herewith as **Exhibit "D"**.
- 24. It is the general business practice at ISMIS for employees of the company to communicate regarding work related issues via e-mail. As Ms. Scott failed to meet with me on a regular basis, e-mail communication was the only other way in which I could give Ms. Scott information that she needed. Because she was not reading e-mails from me for extended periods of time or in some cases deleting e-mails from me, she was missing important information.
- 25. In the regular course of business, after Ms. Scott's third year of employment with ISMIS, I prepared a Performance Evaluation Form dated July 6, 2007 for the review period of July 2006 through July 2007 ("2007 Performance Evaluation") evaluating Ms. Scott's job performance. A true and accurate copy of the 2006 Performance Evaluation is attached hereto and incorporated herewith as Exhibit "E".
- 26. In the 2007 Performance Evaluation, with respect to the category "provides daily secretarial services to the AVP, Support; assists in the quarterly commission process. Expectations include accurate typing and proofing, solid knowledge of office procedures and equipment and a professional telephone style" I noted that Ms. Scott did not meet expectations. In the 2007 Performance Evaluation during the third year of Ms. Scott's employment I observed that Ms. Scott resisted regular verbal communication with me contrary to the specific request

made in the 2006 Performance Evaluation. Ms. Scott's resistance to communicate with me verbally and Ms. Scott's resistance to reading e-mails from me negatively impacted her ability to provide any daily secretarial support services to me. Additionally, I continued to observe constant problems with the quality of Ms. Scott's work. Ms. Scott's work normally contained various errors and typos.

- 27. In the 2007 Performance Evaluation, with respect to the category "maintains ongoing communication with supervisor", I noted that Ms. Scott "does not meet expectations."

 In the 2007 Performance Evaluation, I indicated that "[n]umerous informal verbal communications have not become part of Sakie's daily routine, as was requested in last year's review.
- 28. In the 2007 Performance Evaluation, with respect to the category "produces quality work within established time frames", I noted "does not meet expectations." In the 2007 Performance Evaluation, I indicated that "[t]he quality of Sakie's work in the area of secretarial support has not improved over last year. As previously stated, she needed to consistently proof and double check each item she worked on, so that it became part of her normal routine." I also made the following comments in the 2007 Performance Evaluation, "[t]here are two items that Sakie does need to address. The first is reading and/or responding to e-mails and voice mails quickly. The other issue is to remain logged onto her computer programs until the end of each work day."
- 29. The performance issues noted in the 2007 Performance Evaluation were objective observations made about the quality of Ms. Scott's work and were not influenced in any way by a discriminatory motive. Again, rather than pursue disciplinary action at that time, I continued to attempt to assist Ms. Scott in achieving success in her position. In an effort to assist Ms. Scott, I

reduced some of Ms. Scott's responsibilities to provide her additional time to execute her work more effectively. Also, due to the resistance Ms. Scott had to communicating with me on a daily basis, I removed that from her job duties and responsibilities. In the 2007 Performance Evaluation I noted as follows, "[t]o provide Sakie with an opportunity to improve her job performance, some of her responsibilities will be adjusted. She will 1) process requests for loss histories and Certificates of Insurance on active policies; 2) order and maintain the division's office supplies; 3) learn the procedure for indexing all incoming requests for loss histories. Other changes may be implemented after training on items 2 and 3 have been completed. Lastly, she will no longer be responsible for providing secretarial support to the AVP, Support." I also indicated that, "As stated last year, Sakie possesses the abilities to improve her performance by focusing on her daily tasks. Hopefully her new work assignments will provide the opportunity to do better."

Performance Evaluation. Also present during the meeting was Jacinth Stokes. Ms. Stokes is the Underwriting Support Manager and she participated in the meeting to gain experience conducting employee performance evaluations. Once Ms. Scott read the 2007 Performance Evaluation I observed she became visibly upset. Every time I attempted to address an issue, she interrupted and stated that "it was not right". I was not able to discuss the 2007 Performance Evaluation with Ms. Scott point by point because she became increasingly upset and hostile as the meeting proceeded. Initially, Ms. Scott refused to sign the 2007 Performance Evaluation; however, I explained that her signature did not denote her agreement with the document; it only confirmed that she received it. Ms. Scott thereafter signed the 2007 Performance Evaluation and indicated that she would write a rebuttal. To date I have not received a rebuttal from Ms. Scott.

31. The performance issues noted in the 2007 Performance Evaluation were objective observations made about the quality of Ms. Scott's work and were not influenced in any way by a discriminatory motive. My intent through the process of preparing all Ms. Scott's Performance Evaluations was to objectively identify and address problems with work performance and to make recommendations to correct the problems and assist Ms. Scott in the performance of the duties and responsibilities of the Underwriting Secretary position.

D. Continuing Problems With Ms. Scott's Work Performance

- 32. The problems with Ms. Scott's work quality and performance have continued. I had hoped that by not having to do secretarial support work for me that Ms. Scott would be able to focus more directly on her work quality. I have received one complaint from the Underwriting Support Manager, Ms. Jacinth Stokes, regarding the quality of Ms. Scott's work and her periodic failure to properly screen new applicants. A true and accurate copy of the email exchange between Ms. Stokes and Ms. Scott documenting the most recent complaint I have received regarding Ms. Scott's performance is attached hereto and incorporated herewith as Exhibit "F".
- 33. As Ms. Scott's direct supervisor, when I am apprised of errors with Ms. Scott's work, as with any employees that report directly to me, it is my responsibility to bring the issue to Ms. Scott's attention, determine the basis for the error and make recommendations to correct the error and avoid future errors. I have continued to address errors with Ms. Scott's work directly with Ms. Scott.
- 34. During the month of October 2007, I have received additional complaints from Ms. Jacinth Stokes regarding Ms. Scott's failure to properly screen new applicants. Ms. Scott opened an underwriting file for a new client, a 38-year old doctor and assigned the new client the

attention.

35. New applicant screening is one of the primary functions of Ms. Scott's job and it wastes a considerable amount of underwriter time if the applications are not properly screened. On October 23, 2007, Ms. Stokes and I met with Ms. Scott to determine what happened and she

Ms. Stokes was the underwriter on the file and noticed the error and brought it to Ms. Scott's

III. SAKIE SCOTT'S COMPLAINT OF HARASSMENT

admitted that she missed the relevant information.

- 36. In December 2006, I was advised by the Assistant Vice President of Human Resources, Ms. Gentile-Karas that Ms. Scott made a complaint against me specifically for harassment and/or discrimination and that Ms. Gentile-Karas was going to investigate the complaint. As part of the investigation, I was interviewed by Ms. Gentile-Karas. I was also provided with a copy of the December 14, 2006 memo from Ms. Scott and asked to respond to the allegations made therein. I drafted a memo dated December 20, 2006 responding to the allegations made by Ms. Scott. A true and accurate copy of the December 14, 2006 memo is attached hereto and incorporated herewith as Exhibit "G".
- 37. There was no discriminatory motive in any of my dealings with Ms. Scott. I will respond to each allegation in turn as follows:
- (i) With respect to Ms. Scott's application for the position of Underwriting Technician in September of 2005, I did not take any action to prevent Ms. Scott from obtaining this position. Ms. Scott was interviewed by four individuals. She was interviewed by myself and Sheila Coglan, the Assistant Vice President Underwriting and she was interviewed separately by Michi Smith, the Director of Underwriting and Frode Brudvik an Underwriting

Manager (the "2005 Selection Team"). I have no recollection of any interviews with Ms. Scott being cancelled or rescheduled, but if that occurred, I don't believe that had any adverse impact on her ability to get the position. The Underwriting Technician's position is a stressful, multifaceted position that works for the Underwriters. When Ms. Scott completed an internal application for this position she authorized the release of her personnel file for review to be considered in the selection process. The others involved in the selection process, Ms. Coglan, Ms. Smith and Mr. Brudvik were concerned after reviewing Ms. Scott's personnel file about the quality of Ms. Scott's work and her tardiness. The 2005 Selection Team was also concerned because during the interview process Ms. Scott had no idea what the position of Underwriting Technician involved. Because the Underwriting Technician position was significantly more demanding, involved more sophisticated work, required that work be completed by strict deadlines and was generally more time consuming, the entire 2005 Selection Team, including myself felt that Ms. Scott would not be a good fit for the position. The candidate that was selected, Ms. Pam Phelps had a strong resume and was very enthusiastic and motivated about the position.

(ii) With respect to Ms. Scott's application for the position of Claims Service Representative in February of 2006, I was not in any way involved in the interview or selection process. That position reports to an entirely different department. I was contacted by Chris Renfro in Claims after she had reviewed Ms. Scott's personnel file to discuss Ms. Scott's last review and the issues related to the quality of Ms. Scott's work. I advised Ms. Renfro that I felt that Ms. Scott could improve the quality of her work if she proofed it. I had no other discussions with Ms. Renfro about Ms. Scott and had no other involvement with the interview process for the Claims Service Representative position.

- With respect to Ms. Scott's complaint about my request that she come into my (iii) office four times per day, I have repeatedly requested that Ms. Scott meet with me several times as one of Ms. Scott's responsibilities was to provide secretarial support for me and in order to do that she was required to sort my In-Box, perform typing and various assignments for me which required explanation and discussion. I repeatedly advised Ms. Scott that regular daily meetings with me were necessary for the following reasons: (1) delegate and explain work assignments; (2) address issues and problems she may encounter with assignments; (3) allow me to monitor her work flow and quantity; (4) provide an opportunity for discussion and clarification to avoid and minimize errors; (5) provide a forum for me to teach and assist Ms. Scott so that she could improve her work. Ms. Scott continually resisted meeting with me.
- With respect to Ms. Scott's complaint that Keith Evans and Willet Welch were in (1V) her cubicle. I spoke with Mr. Evans and he advised me that he and Ms. Welch were standing just outside Ms. Scott's cubicle having a conversation and that they were not in her area. I relayed that information to Ms. Scott. She disagreed with the explanation given to me by Mr. Evans and became visibly upset that I did not take further action to punish them. Ms. Scott made no complaint that anything was taken from cubicle nor did she make a complaint of any wrongdoing or any violation of company policy, so I did not have any basis to proceed with any disciplinary action against Mr. Evans or Ms. Welch. There was no basis for me to pursue this issue further.
- With respect to Ms. Scott's excessive socializing and distracting behavior, I was advised by other members of the Management Team that Ms. Scott's behavior was "totally distracting" because of the loud social activity in her cubicle, personal telephone calls and cell phone usage during business hours. Jon Olson and Sean Sullivan specifically made complaints about Ms. Scott's behavior and John Olson was relocated because Ms. Scott's conduct was so

distracting to him. As Ms. Scott's supervisor, it was my duty and responsibility to address this issue with Ms. Scott which I did. On November 21, 2006, in my office I discussed this issue with Ms. Scott and she denied that any socializing was occurring. I told her she needed to curtail any distracting socializing and we would follow up in a couple of weeks. Ms. Scott was already scheduled to take Wednesday November 22, 2006 off as it was the Wednesday before Thanksgiving. On Monday November 27, 2006, Ms. Scott's son called to say that Ms. Scott was in urgent care and was having trouble breathing. I did not hear from Ms. Scott the morning of Tuesday November 28, 2006, so I called and left a message. Ms. Scott called at 11:00 am and said she had an abnormal EKG and would not be in the following day. Ms. Scott returned to the office on Thursday November 30, 2006; however she said she was ill with the flu and left at 1:00 p.m. Additionally, the individuals who were socializing with Ms. Scott were spoken to by their supervisors.

(vi) With respect to Ms. Scott's lunch order at the unit luncheon at Gibsons Steakhouse, I did have a discussion with her on December 11, 2006 regarding the cost of her order. Jacinth Stokes and I had a meeting with the support staff on December 8, 2006 to discuss a special project and during that meeting I made a statement about the Underwriting Division's quarterly staff lunches. I stated that the lunches were started to foster a team spirit in the division and to show appreciation for Physician First Service. I stated that the lunches are a perk that we do not want to lose and advised staff to order what they like, but to please not order multiples or more than they can eat. I reminded staff that this was a business lunch. On December 11, 2006, after the lunch at Gibson's, I was advised by Keith Evans that Ms. Scott had ordered the surf and turf which cost \$96.00, by far more expensive then anyone else's order. Thereafter management including myself, Mr. Evans, Ms. Stokes, Ms. Smith and Ms. Coghlan discussed the cost of the

luncheon and issue about the cost of Ms. Scott's order was raised. The management group concluded that as Ms. Scott's direct supervisor, I should speak to Ms. Scott about this. I called Ms. Scott into my office on December 11, 2006 and reminded her of my statement to support staff and Ms. Scott did not believe she had done anything inappropriate. I tried to explain that she missed the spirit of what I had tried to convey. My discussion with Ms. Scott was not for some discriminatory purpose nor did it have any discriminatory motive. I addressed this issue with her only after it was brought to the attention of the management team and they determined that Ms. Scott ordered something beyond what was appropriate under the circumstances and because I am Ms. Scott's direct superior, it was incumbent upon me to address the issue with her.

III. SAKIE SCOTT'S APPLICATION FOR POSITION OF UNDERWRITING TECHNICIAN

- 38. In June 2007, a position became open for Underwriting Technician and the position reported directly to Sheila Coghlan, an Assistant Vice President, Underwriting.
- 39. The Underwriting Technician position is a fast-paced and sometimes highpressure job that involves rating new business applications, processing quotes, policy change
 requests, renewals, cancellations, etc. This particular position also coordinates and provides all
 support work for the PREP Committee meetings that involve a significant amount of work. The
 PREP Committee is a committee that consists of physicians who review other physicianinsureds. There are approximately 20-25 submissions that go to PREP Committee per month
 and the preparation and support work for the PREP Committee meetings and materials is very
 detailed and involved. Finally, this position also provides secretarial support to Sheila Coghlan.
- 40. As a general rule, management level employees in the Underwriting Division participate in interviewing and hiring for positions in the Underwriting Division. There were four people involved in selection and interviewing process for the Underwriting Technician

position: Sheila Coghlan, Michi Smith, Jacinth Stokes and myself (the "2007 Selection Team"). Ms. Coghlan and I jointly interviewed Ms. Scott and Ms. Smith and Ms. Stokes jointly interviewed Ms. Scott. Ms. Coghlan made the ultimate decision regarding whom to hire as the position reported directly to her; however, after the interviews were completed, Ms. Coghlan, Ms. Smith, Ms. Stokes and I conferred to discuss our assessment of the candidates and make recommendations.

- 41. There were two candidates for the position: William Blake and Sakie Scott. Mr. Blake is a University of Illinois graduate who presented and interviewed very well. He was articulate, enthusiastic and professional. It was apparent that Mr. Blake had done a fair amount of research on ISMIS and the position. He tested well and was experienced with excel and creating spreadsheets which was necessary for the position. Mr. Blake had prior experience with Midwest Bank & Trust Company where he had a significant amount of experience in customer His customer service background was relevant to the position of Underwriting Technician because this person would have significant interaction with the physicians on the PREP Committee.
- When Ms. Scott completed the internal application for the position of 42. Underwriting Technician she authorized the release of her personnel file for review to be considered in the selection process. Ms. Coghlan, Ms. Smith and Ms. Stokes all reviewed Ms. Scott's personnel file.
- 43. During my interview with Ms. Scott, she did not exhibit any enthusiasm or interest in the position. Ms. Scott made no effort to sell herself or to demonstrate why she was a good candidate for the position. Ms. Coglan asked Ms. Scott about her prior reviews to give her an opportunity to address the specific issues raised in her performance evaluations and Ms.

Document 6-2 Filed 05/05/2008

Scott's response was that she did not agree with her most recent performance evaluation and that she was in the process of writing a rebuttal and did not comment further.

- 44. The position of Underwriting Technician was held for years by Greg Davis who was a very good friend of Ms. Scott's. Mr. Davis provided three to four weeks notice of his resignation, so the entire division was aware well in advance of Mr. Davis' departure from ISMIS. It was surprising to me and Ms. Coghlan that Ms. Scott had no understanding of what the position of Underwriting Technician entailed. Ms. Scott was completely unable to articulate the requirements of the position or provide any reasons why she would be a good candidate for the position. This raised further concern considering that: (i) Ms. Scott had been working in the Underwriting Division for over three years; and (ii) Ms. Scott has received staff meeting minutes in which the status of the PREP Committee and Mr. Davis' job responsibilities were set forth in detail.
- 45. After both candidates were interviewed, Ms. Coghlan, Ms. Smith, Ms. Stokes and I conferred to discuss the candidates. Generally, the 2007 Selection Team questioned why Ms. Scott applied for the position of the Underwriting Technician as she did not know what the position entailed and was unable to articulate the duties and responsibilities of the job. The decision as to who to hire was ultimately made by Ms. Coghlan as this position reported directly to her; however, we engaged in discussions about the strengths and weaknesses of both candidates. The general consensus was that Mr. Blake was the stronger candidate as he had a solid educational background, a solid grade point average and strong customer service experience. Mr. Blake communicated a strong interest in the position and ISMIS and communicated a great deal of enthusiasm. The 2007 Selection Team was concerned about Ms. Scott's ability to handle the pace and the pressure of the Underwriting Technician position.

There were concerns about the quality of Ms. Scott's work and the communication problems noted in her 2007 Performance Evaluation. The general consensus was that giving Ms. Scott the position of Underwriting Technician would be setting her up for failure. There was never any discussion or consideration given to Ms. Scott's age, race or gender in making the decision to offer the position to Mr. Blake. I did not recommend that Ms. Scott be hired and my recommendation was based entirely on my observations of the quality of Ms. Scott's work.

IV. SAKIE SCOTT TARDINESS, ABSENTEEISM AND UNSCHEDULED TIME OFF

- 46. In my absence, Ms. Scott reports directly to Jacinth Stokes. I have observed that during days I was scheduled to be out of the office, Ms. Scott would leave early or take unscheduled time off.
- 47. Both Ms. Stokes and I observed a more frequent and regular pattern of Ms. Scott arriving to work late, leaving early and taking unscheduled time off during July, August and September of 2007. This became increasingly burdensome to the other members of the support staff that were required to cover for Ms. Scott when she was not present. Additionally, there was one occasion when Ms. Scott had logged out of her programs and left the office early without seeking prior approval from anyone or advising anyone. Ms. Scott's tardiness, leaving early and unscheduled time has increased dramatically over the past four months such that she had very little personal and vacation time available but continued taking time off.
- 48. In late September, I became aware that Ms. Scott had very little available time left. As of September 30, 2007, Ms. Scott had zero sick time, 0.75 personal time and 21.5 hours of vacation time remaining until January 1, 2008; however, Ms. Scott continued taking unscheduled time off. A true and accurate copy of Ms. Scott's Personnel Record up through September 30, 2007 is attached hereto and incorporated herewith as **Exhibit "H"**. I was aware

Document 6-2

that ISMIS does not have a policy for unpaid leave and that if an employee takes time beyond what is allotted in sick days, personnel days and vacation days, that employee is subject to disciplinary action including termination. For that reason, I consulted with Ms. Donna Gentile-Karas regarding how I should approach this issue with Ms. Scott.

- 49. Ms. Gentile-Karas confirmed that the problem was severe and was in violation of the ISMIS policy. Ms. Gentile-Karas also checked Ms. Scott's personnel record to discover that as of September 30, 2007 Ms. Scott had only 0.75 hours of personal time remaining and 21.50 hours of vacation time remaining. Ms. Gentile-Karas advised me that once Ms. Scott used up all her accrued time she would have to be put on probation as is company policy; therefore, she suggested that I give Ms. Scott a written warning to remind her the few hours of time she has available and to warn her of the potential for disciplinary action in the event she used up all her time.
- 50. In early October 2007, I was in the midst of working with Ms. Gentile-Karas at preparing a Notice of Corrective Action Form pursuant to ISMIS Disciplinary Policy to provide Ms. Scott a written warning. A true and accurate copy of the Notice of Corrective Action Form that was prepared for Ms. Scott in early October 2007 is attached hereto and incorporated herewith as Exhibit "I".
- The October 2007 Notice of Corrective Action Form noted that Ms. Scott was 51. going to be given a written warning and the performance or behavior in need of correction indicated as follows, "Since 7/19/07, Sakie has been absent 3 days, has arrived late on 6 days and has left work early on 3 days. Sakie has zero sick time, 0.75 personal time and 14 hours vacation time remaining until 1/1/08." The action required to correct this performance or behavior was noted as follows, "Sakie needs to end her unscheduled time off as it is burdensome to the other

support staff who must cover her work when she is not here. Also, Sakie needs to understand that if she uses all her earned time off, future absenteeism will require further disciplinary action."

- 52. While we were in the process of finalizing the October Notice of Corrective Action form, ISMIS received notice of Ms. Scott's EEOC Complaint. Ms. Gentile-Karas and I decided not to give Ms. Scott the written warning, as we did not want the written warning to be perceived as being in retaliation for Ms. Scott's filing the EEOC Complaint.
- of October 2007, Ms. Scott used up all available accrued time. Ms. Scott has zero sick time, zero personal time and zero vacation time. A true and accurate copy of Ms. Scott's Personnel Record as of 10/31/07 is attached hereto and incorporated herewith as Exhibit "J". From July 2007 to October 2007, Ms. Scott has arrived late to work without prior notice on the following dates: July 25, August 1, 16, 30, September 5, 20, 27, October 11, 12, and 18. From July 2007 to October 2007, Ms. Scott has made last minute requests to leave early on the following dates: July 19, 27, August 28 and October 4. There was one occasion when others have advised me that they observed Ms. Scott's computer logged off, and she was absent from her desk well before the end of the work day. From July 2007 to October 2007, Ms. Scott has take last minute time off or simply not come into work on the following dates: August 6, 20, September 4, 6, October 8 and 31. A true and accurate copy of a memorandum I prepared documenting Ms. Scott's unscheduled time off from July 2007 through October 2007 is attached hereto and incorporated herewith as Exhibit "K".
- 54. On November 1, 2007, Ms. Scott sent me an e-mail that acknowledged that she had no time remaining and requested unpaid time off. Ms. Scott later sent an e-mail that

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acknowledged that she was unable to take unpaid leave and requested that she be permitted to start work early in order to accrue time so that she could take additional time off. I was uncertain if ISMIS had any such policy or would allow such an arrangement so I contacted Ms. Gentile-Karas in Human Resources. True and accurate copies of the e-mail exchange between Ms. Scott and I noting Ms. Scott's request is attached hereto and incorporated herewith as Exhibit "L".

- 55. Ms. Gentile-Karas reviewed with us ISMIS' policy with respect to sick time, personal time and vacation time and confirmed that employees cannot show a negative balance in their sick accruals, personal accruals and vacation accruals. Ms. Gentile-Karas also confirmed that employees are prohibited from using more sick hours, personal hours or vacation hours than they have in their account and directed us to the Sick and Personal Time Policy and the Vacation Policy in the ISMIS Policy and Procedure Manual. True and accurate copies of the ISMIS policies regarding sick time, personal time and vacation time are attached hereto and incorporated herewith as Exhibit "M".
- 56. Ms. Gentile-Karas advised that the ISMIS policy is that once an employee utilizes all remaining sick, personal and vacation time, that employee must be put on probation. Ms. Gentile-Karas directed us to the ISMIS Progressive Discipline/Probation/Termination Policy in the ISMIS Policy and Procedure Manual that cites as a basis for termination excessive tardiness and absenteeism. A true and accurate copy of the ISMIS policy regarding progressive discipline, probation and termination are attached hereto and incorporated herewith as Exhibit "N".
- 57. Ms. Gentile-Karas advised me that one other employee at ISMIS utilized all her sick, personal and vacation time this year and was immediately put on probation as a result. Ms. Gentile-Karas advised that it is necessary that ISMIS treat all similarly-situation employees in a

consistent manner; therefore, a Notice of Corrective Action form must be prepared for Ms. Scott and she must be put on probation.

- 58. Ms. Gentile-Karas and I thereafter prepared a Notice of Corrective Action form which places Ms. Scott on probation due to excessive absenteeism and the fact that Ms. Scott has utilized all of her personal, sick and vacation days until January 1, 2008. A true and accurate copy of the Notice of Corrective Action form is attached hereto and incorporated herewith as Exhibit "O".
- 59. On November 5, 2007 Ms. Stokes and I met with Ms. Scott to advise her that she was being put on probation due to the fact that she had utilized all of her accrued time. Ms. Scott expressed anger and refused to sign the Notice of Corrective Action Form. Ms. Scott also demanded a meeting with Human Resources. True and accurate copies of e-mail communications between Ms. Stokes, Ms. Gentile-Karas and I regarding Ms. Scott's probationary meeting are attached hereto as Exhibit "P".
- 60. On November 6, 2007, Ms. Stokes, Ms. Scott and I met with Ms. Gentile-Karas. Ms. Gentile-Karas explained the following: (i) at it was ISMIS policy that an employee is not permitted to take unpaid leave; (ii) employees are not permitted to have a negative balance in their sick accruals, personal accruals and vacation accruals; (iii) employees are prohibited from using more sick hours, personal hours or vacation hours than they have in their account; and (iv) it is ISMIS policy that once an employee utilizes all remaining sick, personal and vacation time, that employee must be put on probation as in the event the that employee takes any more time, that employee will be subject to discipline include termination.
- 61. The Notice of Corrective Action form placing Ms. Scott on probation is a direct result of Ms. Scott's use of all her accrued time and is consistent with ISMIS's policy and the

manner in which similarly situated employees have been treated. There was no discriminatory or retaliatory motive to the placing Ms. Scott on probation. In fact if we did not do so, it would be unfair to the other ISMIS employee that is currently on probation for the exact same conduct.

- 62. The decision to take disciplinary action with Ms. Scott was in no way retaliation for Ms. Scott's EEOC Charge of Discrimination and was not motivated by discriminatory intent. First, Ms. Scott's unscheduled time off and tardiness is a violation of ISMIS policy and she has no accrued time off left. Second, ISMIS must treat all similarly situation employees in the same manner and apply its policies evenly to all employees.
- 63. I have personal knowledge of the facts set forth in this affidavit, and if called as a witness in this case, could and would competently testify thereto.

FURTHER AFFIANT SAYETH NAUGHT.

Subscribed and Sworn Before Me On This 12 day of November, 2007

Notary Public



STATE OF ILLINOIS)
) SS
COUNTY OF C O O K)

AFFIDAVIT OF SHEILA COGHLAN

I, the undersigned SheilaB.Coghlan having been duly sworn upon oath, depose and state as follows:

- I am the Assistant Vice-President, Underwriting Technical for Illinois State
 Medical Insurance Services, Inc. ("ISMIS").
 - 2. My date of birth is January 19, 1961. I am Caucasian and I am a woman.
- 3. I have been employed with ISMIS since October 6, 1986 and have held prior positions with ISMIS as Underwriting Supervisor and Underwriter.
 - 4. Ms. Sakie Scott does not report directly to me.
- 5. I have been involved in interviewing and evaluating Ms. Scott for the position of Underwriting Technician on two separate occasions.

I. 2005 Underwriting Technician Position

- 6. In September 2005, the Underwriting Division had an opening for an Underwriting Technician position. This particular position worked with and supported the Underwriters and reported directly to an Underwriting Manager.
- 7. It is customary in the Underwriting Division that all management level positions usually Assistant Vice Presidents and Directors/ Managers interview candidates for the position of Underwriter or Underwriting Technician. There were four individuals involved in the selection process: me, Laura Hutchinson, Michi Smith and Frode Brudvik (the "2005 Selection Team").

- 8. For the Underwriting Technician position in 2005, we received two applications, one from Ms. Sakie Scott and one from Ms. Pamela Phelps.
- 9. Ms. Scott completed an Internal Application For Posted Position in which she signed and authorized the review of her personnel file. A true and accurate copy of Ms. Scott's application is attached hereto and incorporated herewith as Exhibit "A".
- During the selection process, the Selection Team reviewed the applicant resumes, test results and conducted interviews. Ms. Scott was an internal candidate so the 2005 Selection Team also reviewed Ms. Scott's personnel file. There were sections of Ms. Scott's Performance Evaluation where she did not meet expectations and raised some concern for me and for others on the 2005 Selection Team. More specifically, there were issues with the quality of Ms. Scott's work product, punctuality, time management and organizational skills and communication. Ms. Scott's Performance Evaluation was problematic because the Underwriting Technician essentially does all the legwork for the Underwriter and is under strict deadlines. Strong time management skills, organizational skills and effective communication are essential to that position.
- Hutchinson and Michi Smith interviewed Ms. Scott together with Frode Brudvik. During my interview with Ms. Scott, Ms. Scott was unable to answer basic questions regarding the duties and responsibilities of the position of Underwriting Technician. This raised additional concerns for me as it demonstrated that she did not read the position description nor did she take any time to research the position or ask any questions. Additionally, the Underwriting Technician position is a very intense and demanding position and I was concerned that she may not have been prepared for the demands of the position.

- 12. Ms. Phelps interviewed very well; she was articulate, professional and very enthusiastic about the position.
- the two candidates we were all in agreement that we could not offer the position of Underwriting Technician to Ms. Scott because she was not achieving in her current position and the Underwriting Technician position is significantly more demanding then the Underwriting Secretary position. On the other hand, Ms. Phelps was qualified for the position, interviewed very well and there were no concerns raised about her during the interview process. The 2005 Selection Team was all in agreement that the position should be offered to Ms. Phelps.
- 14. During the selection process for the Underwriting Technician position in 2005 there was absolutely no discussion about the age, gender or race of the candidates and those factors did not play any part in the selection of the candidate.

II. 2007 UNDERWRITING TECHNICIAN POSITION

- 15. In June 2007, the Underwriting Technician reporting directly to me, Mr. Greg
 Davis gave his notice that he was resigning; therefore, the Underwriting Division had an opening
 for an Underwriting Technician position. This particular position worked with and reported
 directly to me.
- 16. The basic function of the Underwriting Technician position was to provide technical assistance to the Underwriter with appropriate approval to insure that the day-to-day activities are handled in a timely manner. The specific responsibilities of this position were very involved because there are added job duties. The specific responsibilities of the position are as follows:
 - (a) General technical support including answering the Underwriting Hunt Line;
 - (b) Rates all new business applications and issues required documentation.

- (c) Processes individual quotes and non-premium bearing changes;
- (d) Process all mid-term policy change requests by the Underwriters and Broker of Record Letters and issuing proper policy documentation;
- (e) Processes individual renewals, Moonlighting Resident and Off-Cycle no change renewals and pre-renewal projects as needed;
- (f) Reviews part-time rating applications and supplemental information for the evaluation of physician's initial request for or maintaining part-time status.

 Duties also include providing an initial recommendation for part-time status;
- (g) Coordinates the renewal process on assigned clinic and corporation accounts by screening renewal applications, producing and screening renewal packets and other evaluation tools used by the underwriter for evaluating the renewal terms of existing business. After renewing policies, reviews renewal documents for errors;
- (h) Processes Voluntary Cancellations and tail requests;
- (i) Types agendas, handle mail outs, coordinate meetings, and distribute reports for PREP and Committee on Underwriting;
- (j) Screen incoming PREP materials, maintain spreadsheets, statistical reports, and coordinate monthly board report;
- (k) Provide secretarial support to the Vice President of Underwriting when required;
- (1) Additional responsibilities as required.

("Underwriting Technician Position Description"). A true and accurate copy of the Underwriting Technician Position Description is attached hereto and incorporated herewith as Exhibit "B".

- 17. The particular position supports the PREP Committee that is a committee of physicians that meets on a monthly basis to review physician-insured files. The PREP Committee is very demanding and the support work for the PREP Committee is very involved and time consuming. Additionally, the members of the PREP Committee are all physicians so professionalism, strong communication skills and attention to detail are very important for this position.
- 18. Mr. Davis had given me one month's notice that he was leaving the company and was scheduled to leave ISMIS on June 29, 2007. The start date for this position was July 1, 2007.

- I had originally only received one application and resume for the position, that of 19. an outside applicant, Mr. William Blake. A true and accurate copy of Mr. Blake's resume is attached hereto and incorporated herewith as Exhibit "C".
- Mr. Blake was a graduate of the University of Illinois. Mr. Blake had work 20. experience as a legal assistant and as a universal banker for Midwest Bank & Trust Company.
- 3 mos.

 It is customary in the Underwriting Division that all management level positions 21. usually Assistant Vice Presidents and Directors interview candidates for the position of Underwriter or Underwriting Technician. There were four individuals involved in the selection process: me, Laura Hutchinson, Michi Smith and Jacinth Stokes (the "2007 Selection Team").
- Mr. Blake interviewed with Ms. Hutchinson and me. He then interviewed 22. separately with Ms. Smith and Ms. Stokes.
- During his interview with Ms. Hutchinson and me, Mr. Blake presented and 23. interviewed very well as he was articulate, professional and very interested in the Underwriting Technician position. Although Mr. Blake was an outside applicant, it was apparent during the interview that he had done a considerable amount of research about ISMIS and the position which demonstrated to me that he was eager, prepared and took initiative.
- On June 29, 2007, just prior to the expiration of the deadline for applications, Ms. 24. Scott submitted an Internal Application For Posted Position for the Underwriting Technician. With the Internal Application For Posted Position, Ms. Scott signed and authorized the review of her personnel file. A true and accurate copy of Ms. Scott's application is attached hereto and incorporated herewith as Exhibit "D".
 - Prior to interviewing Ms. Scott, I reviewed her resume and her personnel file. 25.

- Ms. Scott's personnel file raised some concerns for me. I had recalled when she 26. had previously interviewed for an Underwriting Technician position that there were negative points and a few "does not meet expectations" noted in certain categories in her Performance Evaluations. During the two years since the prior interview her Performance Evaluations showed no improvement. Ms. Scott's most recent Performance Evaluations contained "does not meet expectations" noted in three (3) separate categories. The quality of Ms. Scott's work showed no improvement and her Performance Evaluations noted problems with providing secretarial support and communication problems.
- Ms. Scott interviewed with Ms. Hutchinson and me. She then interviewed 27. separately with Ms. Smith and Ms. Stokes.
- During the interview with Ms. Hutchinson and me, I asked Ms. Scott to go over 28. her work assignment in detail and she advised me that she takes the application for new business, reviews the application and enters the data into the computer. Ms. Scott's answers indicated to me that the support work she is currently doing is fairly basic. I attempted to determine from Ms. Scott if she exercised any independent decision making; however, it was apparent from her responses that she was unable to figure out fairly basic, routine issues. For example, Ms. Scott stated that if a doctor applied for another policy she would question an Underwriter to determine whether there was a need for a new policy number Considering Ms. Scott had been screening and entering data for new business applications for three years, I would have expected her to have some understanding of how the underwriter determines whether there is a need for a second policy number because there are limited situations that require a second number. While she would still need an underwriters approval in this situation, she should be able to present the situation to the underwriter for approval rather than continuing to have no understanding of the

process and simply making an inquiry to an Underwriter. Her responses on this issue did not reflect the level of independent decision making required of the Tech position, and reflected a lack of progression in her current position.

- During the interview, I asked Ms. Scott to address her Performance Evaluations 29. and to tell us why she should be promoted to Underwriting Technician. Ms. Scott's response was that she did not agree with her most recent Performance Evaluation and was in the process of writing a rebuttal.
- During the interview, I asked Ms. Scott what other functions other than new 30. business screening she performs. Ms. Scott answered that she handled commissions. She stated that she prepares commission letters, gets the checks and mails them out. I found out later from Ms. Hutchinson that Ms. Hutchinson prepares the letters and Ms. Scott essentially puts the letters in the envelopes and mails them out.
- During the interview, I asked Ms. Scott what she has learned about the position 31. and the responsibilities and duties of the Underwriting Technician. Ms. Scott could not answer the question. She stated that she did not have the time to investigate the position. This response was most concerning to me. I could not understand why Ms. Scott applied for a position she knew nothing about, nor did she make any effort to discover anything about the position in preparation for the interview. It was surprising to me that Ms. Scott did not know what the position of Underwriting Technician involved when she and Greg Davis, the person who held the position previously, were very good friends and ate lunch together regularly. It was equally surprising that Ms. Scott knew nothing of the position when she had been working in the Underwriting Division for over three years and Mr. Davis' job function in relation to the PREP Committee was very apparent.

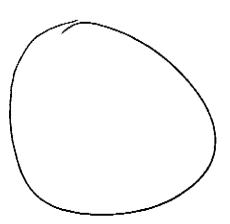
- 32. Given Ms. Scott's Performance Evaluations and her responses to my questions, I did not believe Ms. Scott was the most qualified person for this position; in fact, I did not get the impression from Ms. Scott that she really wanted the position.
- Technician position would be strongly based on my opionion, , I did not make a recommendation to the VP of Underwriting until speaking with the 2007 Selection Team to obtain their feedback. The general consensus from the entire 2007 Selection Team was that Ms. Scott should not be hired for the position of Underwriting Technician. Other members of the 2007 Selection Team voiced the following concerns to me: (i) she was completely unaware of the job duties and responsibilities; (ii) she misrepresented her involvement in relation to certain projects for example the commission letters; (ii) she was unable to demonstrate or articulate any reason for a promotion; (iii) her current job duties were very basic compared to the requirements of the Underwriting Technician responsibilities and she was not performing well in her current position; (iv) she made no effort to find out about the position or do any research into the position requirements; and (v) she expressed no enthusiasm for or interest in the position.
- 34. The general consensus among the 2007 Selection Team was that if we hired Ms. Scott for the position of Underwriting Technician we would be setting her up for failure and that would not be fair to her or to the Underwriting Division.
- 35. Ms. Scott's age, race or gender was not discussed during the selection process and did not in any way factor into the selection process. There was no discriminatory motive behind my selection of Mr. Blake, nor did I feel as though anyone else was acting with any discriminatory motive. Everyone on the 2007 Selection Team gave objective, sound reasons for

recommending Mr. Blake for the position of Underwriting Technician and not recommending Ms. Scott.

36. I have personal knowledge of the facts set forth in this affidavit, and if called as a witness in this matter, could and would competently testify thereto.

FURTHER AFFIANT SAYETH NAUGHT.

Sheila B. Coghlan



BEERMANN SWERDLOVE

LLP

ATTORNEYS

 $195850^{th_{2008}}$

Lawrence R. Barezky Alvin R. Becker Miles N. Beermann Erin J. Bognar Julie P. Brett Deane B. Brown Bradley T. Cheskes Michael C. Craven
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William Woloshin
William A. Zolla II
of COUNSEL
Nathan B. Swerdlove

ANNIVERSARY

March 5, 2008

VIA CERTIFIED MAIL RETURN RECEIPT REQUESTED AND REGULAR MAIL

Ms. Kathleen N. Zackiewicz, RN Director of Patient Services Hammond Clinic LLC 7905 Calumet Avenue Munster, Indiana 46321

Re:

Sakie Scott

Dear Ms. Zackiewicz:

Please be advised that I am an attorney with the law firm of Beermann Swerdlove LLP and we represent Illinois State Medical Insurance Services, Inc. ("ISMIS"). The following is in response to your letter dated February 25, 2008 to Donna Gentile-Karas.

On January 29, 2008, Ms. Sakie Scott advised Human Resources at ISMIS that she was instructed by her physician Dr. Martini at the Hammond Clinic that she was not to return to work without further notice due to a "heart condition." Pursuant to ISMIS Company policy, Ms. Scott was provided certain documents to complete in order to take medical leave and short term disability, including a Certification of Physician Form. The Certification of Physician form states on the form in bold-face type "TO BE COMPLETED BY PHYSICIAN."

As of February 4, 2008, ISMIS had still not received a completed Certification of Physician form for Ms. Scott. On February 4, 2008, Ms. Donna Gentile-Karas, Assistant Vice-President, Human Resources at ISMIS, sent directly to Dr. Mohamed Martini via facsimile and U.S. Mail a detailed letter requesting that Dr. Martini complete the Certification of Physician form that was enclosed with the letter and provide the information requested therein via mail or fax. Also enclosed with the letter was a copy of the Hammond Clinic LLC HIPAA Disclosure/Disability Department form that was signed by Ms. Scott and an Authorization for Medical Records and Report signed by Ms. Scott. No response was ever received from Dr. Martini.

BEERMANN SWERDLOVE

LLP

ATTORNEYS

Ms. Kathleen N. Zackiewicz, RN March 5, 2008 Page 2

On February 14, 2008, Ms. Scott faxed to ISMIS the Certification of Physician form; however, it was completed by Brian Kraus. ISMIS had no prior documentation reflecting that Brian Kraus was treating Ms. Scott, nor was there anything on the form to indicate that Mr. Kraus was a physician.

On February 14, 2008, I called the Hammond Clinic at (219)836-5800. I was attempting to contact Dr. Martini's office and I was told by someone at your administrative offices that no one in Dr. Martini's office was available. I was then directed to Susan Archie.

I identified myself to Ms. Archie and advised her that I was an attorney representing ISMIS. I advised her that an employee of ISMIS, Ms. Sakie Scott was being treated at the Hammond Clinic and that ISMIS was processing Ms. Scott's documentation for medical leave and for short term disability. I advised Ms. Archie that Ms. Scott had submitted to ISMIS a Certification of Physician form that was completed by Brian Kraus. I advised Ms. Archie that I needed to confirm that Brian Kraus was a physician. Ms. Archie advised me that Brian Kraus is not a physician and that he is a nurse practitioner. I advised Ms. Archie that ISMIS was advised that Ms. Scott was being treated by Dr. Martini and that ISMIS had received a prior note signed by Dr. Martini. I then inquired as to why Brian Kraus as opposed to Dr. Martini signed a form titled "Certification of Physician" that specifically contained instructions that it was to be completed by a physician. Ms. Archie responded that she did not know and could not understand why the physician did not complete the form. I then asked Ms. Archie if the Hammond Clinic had a policy that specifically permitted nurse practitioners to complete Certification of Physician forms. Ms. Archie advised that she was unaware of any such policy.

I advised Ms. Archie that pursuant to the ISMIS policy, a Certification of Physician form had to be completed by a physician in order to process an employee request for medical leave and short term disability. I advised Ms. Archie that ISMIS had not received a properly completed Certification of Physician form from Dr. Martini and that in the event no such documentation was promptly provided to ISMIS, the medical leave request and short term disability request could not be processed for Ms. Scott. I requested that Ms. Archie direct me to someone at the Hammond Clinic who could ensure that the Certification of Physician form was properly completed by a physician. Ms. Archie advised me that she would look into this matter and that someone would follow up with me.

As of February 20, 2008, ISMIS did not receive a completed Certification of Physician form for Sakie Scott from Dr. Martini, nor did ISMIS receive a completed Certification of Physician form completed by a physician. No one at the Hammond Clinic ever contacted me to advise me that your Nurse Practitioner's complete and sign Disability forms and that is your policy. More importantly, no one at the Hammond Clinic has ever advised me, Ms. Gentile-Karas or anyone at ISMIS why a form titled "Certification of Physician Form" that states in

BEERMANN SWERDLOVE

LLP

ATTORNEYS

Ms. Kathleen N. Zackiewicz, RN March 5, 2008 Page 3

bold-face type "TO BE COMPLETED BY PHYSICIAN" could not be completed by a physician at the Hammond Clinic and promptly returned to ISMIS as requested.

If you have any further questions regarding this matter, please contact me directly.

Yours very truly,

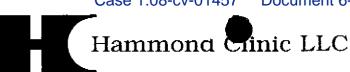
BEERMANN SWERDLOYE-LLP

Stefania Pialis

cc: Al Allphin

Laura Hutchinson Donna Gentile-Karas

Sakie Scott



February 25, 2008

7905 Calumet Avenue, Munster, Indiana 46321 219/836-5800 11355 West 97th Lane, St. John, Indiana 46373 219/365-5577 9800 Valparaiso Ct., Munster, Indiana 46321 219/934-9800

Donna Gentile-Karas Assistant Vice President, Human Resources 20 North Michigan, Suite 700 Chicago, Illinois 60602

RE:

Sakie Scott

416 Merrill

Calumet City, Illinois 60409

Dear Ms. Gentile-Karas:

Our above named patient has brought to our attention that she received a letter of termination from Illinois State Medical Insurance Services, Inc., her employer.

There is an erroneous statement in Ms. Scott's Notice of Corrective Action. That statement is a follows: "A telephone call was placed to the Hammond Clinic Administrative offices and Ms. Susan Archie confirmed that Brian Kraus was not a doctor, he was a nurse practitioner. Ms. Archie also confirmed that it is not the policy or practice of the Hammond Clinic to have nurse practitioners complete physician certification forms and that those forms should be completed by a physician."

Susan Archic denies speaking to anyone from your company. Our Nurse Practitioners at Hammond Clinic indeed do complete and sign Disability forms and that has been our policy for years.

If you have any questions, I can be reached directly at 219-836-4653.

Sincerely,

HAMMOND CLINIC LLC

Kathleen M. Zackiewicz, RN Director of Patient Services

Ce: Alan Allphin

Laura Hutchinson

Sakie Scott

Susan Archie

Supervisor/HIPAA

Compliance Officer

Disclosure & Disability

- archio.





February 20, 2008

VIA FEDERAL EXPRESS **OVERNIGHT DELIVERY**

Ms. Sakie Scott

Dear Ms. Scott:

Due to your excessive absenteeism and resulting failure to adequately perform your job your employment with Illinois State Medical Insurance Services, Inc. has been terminated effective today February 20, 2008. Enclosed please find the Notice of Corrective Action Form setting forth in greater detail the basis for your termination.

Any personal belongings that were in your desk will be sent to your home address. Please note that COBRA information is enclosed and on March 5, 2008 Illinois State Medical Insurance Services, Inc. will send out to you via mail a check representing the balance of your vacation pay.

Sincerely,

Donna Gentile-Karas

Assistant Vice President, Human Resources

Enclosures

Alan Allphin cc:

Laura Hutchinson

File

Illinois State Medical Insurance Services, Inc. Illinois State Medical Society ISMIE Mutual Insurance Company

NOTICE OF CORRECTIVE <u>ACTION</u>

Name: Sakie Scott	Division: C
Job Title: <u>Underwriting Secretary</u>	Date: 2/20/08
Corrective Agton Takens	

X Termination

Performance or behavior in need of correction:

As of January 29, 2008, Sakie Scott utilized one (1) vacation day, five (5) personal days, and five (5) sick days in 2008.

On January 29, 2008, Ms. Scott contacted her supervisor Laura Hutchinson and advised her that she would be absent indefinitely due to medical issues. On January 29, 2008, Donna Gentile-Karas, the Assistant Vice President of Human Resources spoke with Ms. Scott via telephone and advised her that she was eligible for short term disability and Family and Medical Leave ("FMLA"); however, Ms. Scott would have to complete and provide the information required in the forms and the policies in order to be eligible for either short term disability or FMLA leave.

On January 29, 2008, Human Resources sent Ms. Scott via facsimile the Leave Act Request Form and requested that Ms. Scott complete the form and have the Certification of Physician filled out by her treating physician and returned to Human Resources immediately.

On February 4, 2008, Human Resources received via facsimile the Certification of Physician form completed by Ms. Scott as opposed to a physician as required by the Company policy.

On February 4, 2008, Human Resources sent a letter via facsimile to Dr. Mohammed Martini of Hammond Clinic, Sakie Scott's treating physician requesting that Dr. Martini complete and return the Certification of Physician form. Enclosed with the letter were a Certification of Physician form and a copy of the Authorization for Medical Records and Reports signed by Sakie Scott. Human Resources has not received anything from Dr. Martini.

Ms. Gentile-Karas has had numerous telephone conversations with Ms. Scott advising her that in order to get paid for short-term disability or to take leave pursuant to the FMLA, Ms. Scott must provide a Certification of Physician form completed by her treating physician.

On February 6, 2008, Human Resources sent a letter to Ms. Scott via regular mail and certified mail with detailed instructions of the documentation required in order to process the FMLA leave or short term disability for Ms. Scott. Enclosed with that letter were copies of the Company's Short Term Disability policy, the Company's FMLA policy and the letter sent to Dr. Martini.

On February 12, 2008, Human Resources had still not received a signed Certification of Physician form from Sakie Scott or Dr. Martini. On February 12, 2008, Human Resources sent via Federal Express overnight delivery another letter to Sakie Scott advising her that she has still not provided a fully completed Leave Act Request Form or Certification of Physician form as required to process the FMLA leave request or short term disability and further advising her that if these documents are not received, she will be subject to disciplinary action up to and including termination. The February 12, 2008 letter enclosed a copy of the February 6, 2008 letter and copies of the Company's FMLA policy and short term disability policy.

On February 13, 2008, Ms. Gentile-Karas spoke with Sakie Scott via telephone. Sakie Scott confirmed that she had received both the February 6, 2008 letter and the February 12, 2008 letter from Human Resources. Ms. Gentile-Karas advised Ms. Scott that it was imperative that Ms. Scott provide the Certification of Physician form completed by Dr. Martini, her treating physician immediately.

On February 14, 2008, Human Resources received via fax a Certification of Physician form for Sakie Scott completed by Brian Kraus. Brian Kraus was not previously identified by Sakie Scott as her treating physician. A telephone call was placed to the Hammond Clinic Administrative offices and Ms. Susan Archie confirmed that Brian Kraus was not a doctor, he was a nurse practitioner. Ms. Archie also confirmed that it is not the policy or practice of the Hammond Clinic to have nurse practitioners complete physician certification forms and that those forms should be completed by a physician.

On February 15, 2008, Ms. Gentile-Karas advised Ms. Scott via telephone that the Certification of Physician form that she submitted was unacceptable because it was not completed by a physician.

As of February 19, 2008, Ms. Scott has been absent from work over 4 weeks/21 working days without any indication that she plans to return to work and Human Resources has not received a fully completed Leave Act Request Form with a Certification of Physician completed by a physician. Ms. Scott has not submitted any documentation proving that she is under the active care of a physician identifying the diagnosis/nature of a serious health condition or disability or the expected duration of the serious health condition or disability as required by the Company's short-term disability policy and the Company's FMLA policy.

Because of Sakie Scott's egregious abuse of the required attendance policy and resulting inability to perform her duties, Sakie Scott's employment is terminated effective immediately.

Illinois State Medical I mrance Services, Inc.



February 20, 2008

Sakie A. Scott

Dear sakie:

Although you are no longer employed by the Illinois State Medical Insurance Services Inc., you have the option of continuing your health and/or dental benefits under COBRA. If your spouse and/or dependent children were covered under the plan, they also have the option of continuing their benefits.

You have 60 days beyond your coverage termination date of February 29, 2008 to notify us of your election. If you wish to elect coverage for a child born or adopted during the period of COBRA coverage, you must apply for this coverage within 30 days of the event.

If you elect to continue your health and/or dental coverage, benefits will continue until:

- The expiration of 18 months following March 1, 2008;
- You or your dependent(s) become covered under any other group health plan, and that plan covers a pre-existing condition currently provided under the prior plan;
- You or your dependent(s) fail to pay the monthly premium for this coverage:
- You or your dependent(s) become eligible for Medicare; or,
- Our employee health or dental plan is no longer in force.

Continuation coverage is extended to a disabled individual for an additional 11 months (a maximum of 29 months), if the qualified employee or beneficiary is determined to be disabled under the Social Security Act at the time of the qualifying event or any time during the first 60 days of COBRA coverage. Notice of disability determination must be provided to Illinois State Medical Society within 60 days of the determination and before the expiration of the original 18 month continuation period. The extended maximum COBRA coverage period applies to any qualified beneficiary, not just to the covered employee.

Your first payment will be for the period beginning March 1, 2008, and ending March 31, 2008, and is to be remitted with the enclosed Notice/Election Form. You will not be invoiced for this coverage. All subsequent payments must be remitted by the 15th of the month preceding the month of coverage. Checks are made payable to Illinois State Medical Insurance Services Inc., and mailed to:

> Illinois State Medical Insurance Services, Inc. Attn: Human Resources 20 N. Michigan Ave., Suite 700 Chicago, IL 60602

Twenty North Michigan Avenue, Suite 700 Chicago, Illinois 60602 Web site: www.ismie.com Telephone: 312-782-2749 Toll Free: 800-782-4767 Fax: 312-782-2023

COBRA Notification

Page 2

If this monthly premium payment is not received within 30 days of the first day of the coverage period, your coverage will be canceled.

Document 6-2

Regardless of your election, you must complete and return the enclosed Notice/Election Form to Illinois State Medical Insurance Services Inc., Attn: Human Resources, at the above address. If you choose not to continue your coverage, it will automatically end after February 29, 2008.

Please feel free to contact me at (312) 551-2373 should you have any questions concerning the above.

Sincerely,

Chris Majerik

Human Resources Specialist

Chin Majerik

Enclosures: COBRA Notice/Election Form

Certificate of Group Health Plan Coverage

cc: File February 20, 2008

I have received notice of my option to continue health care benefits and the necessary information about COBRA to do so,

I understand that it is my responsibility to notify Human Resources if I elect continuation of my health and/or dental insurance.

Signed:	Data
oightu.	Date:





Name Sakie A. Scott		
Social Security No. 339-52-1092	Employee No.10)343
I wish to continue the following employee benefits under the ISMIS Employee Health Plan:		
Physicians ' Benefits Trust	YES	NO
Single Coverage Only (Monthly Premium: \$)		
Single and Dependent Coverage (Monthly Premium: \$)		
Unicare HMO:		
Single Coverage Only (Monthly Premium: \$)		
Family Coverage (Monthly Premium: \$1,305.15)		
Ameritas Dental:		
Single Coverage Only (Monthly Premium: \$)		
Family Coverage Only (Monthly Premium: \$119.75)		
Ameritas/VSP Vision:	·	
Single Coverage Only (Monthly Premium: \$)		
Emp + 1 Coverage Only (Monthly Premium: \$)		
Emp + 2 Coverage Only (Monthly Premium: \$)		

Signature of Employee	Date
Signature of Spouse/Dependent(s)	Date

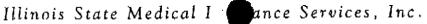
We must receive a completed copy of this notice, whether or not you choose to continue coverage.

CERTIFICATE OF GROUP HEALTH PLAN COVERAGE

Important - This certificate provides evidence of your prior health coverage. You may need to furnish this certificate if you become eligible under a group health plan that excludes coverage for certain medical conditions that you have before you enroll. This certificate may need to be provided if medical advice, diagnosis, care or treatment was recommended or received for the condition within the 6-month period prior to your enrollment in the new plan.

If you become covered under another group health plan, check with the plan administrator to see if you need to provide this certificate. You may also need this certificate to buy, for yourself or your family, an insurance policy that does not exclude coverage for medical conditions that are present before you enroll.

1.	Date of this certificate: February 20, 2008
	Name of group health plan: Unicare (medical) Ameritas (dental)
3.	Name of participant:Sakie A. Scott
4.	Identification number of participant: 339-52-1092
5.	Name of any dependents to whom this certificate applies: Gregory & Sergio Scott
6.	Name, address and telephone number of plan administrator or issuer responsible for
	providing this certificate: Chris Majerik Illinois State Medical Society 20 N. Michigan, Ste. 700 Chicago, IL 60602 Phone: (312) 782-2749 ext 2373
7.	For further information, call: Chris Majerik, Human Resources Specialist
8.	If the individual(s) identified in line 3 and line 5 has at least 18 months of creditable coverage
	(disregarding periods of coverage before a 63-day break), check here:
	and skip lines 9 and 10.
9.	Date waiting period or affiliation period (if any) began:
10.	Date coverage began:
11.	Date coverage will end: February 29, 2008 and is then eligible for COBRA
	or check if coverage is continuing as of the date of this certificate:
	te: Separate certificates will be furnished if information is not identical for the participant and each teficiary.





February 12, 2008

VIA FEDERAL EXPRESS OVERNIGHT DELIVERY

Ms. Sakie Scott

Re: Medical Leave

Dear Ms. Scott:

Enclosed herewith please find a copy of my letter to you dated February 6, 2008. Please be advised that as of today, I have not received any response from you nor have I received the fully completed Leave Act Request Form or Certification of Physician as required. Please send me the fully completed Leave Act Request Form and Certification of Physician immediately; otherwise, we will have no option but to proceed with disciplinary action up to and including termination.

Sincerely,

Donna Gentile-Karas

Assistant Vice President, Human Resources

Enclosures

Alan Allphin cc:

Laura Hutchinson

File

Illinois State Medical

rance Services, Inc.



February 6, 2008

Ms. Sakie Scott

Re: Medical Leave

Dear Ms. Scott:

I am writing to request you to provide a completed Leave Act Request Form including a fully completed Certification of Physician. You have been on medical leave since January 21, 2008. On January 21, 2008, you advised that you would be returning to work on January 29, 2008. On January 28, 2008, you advised that you would be on medical leave indefinitely. On January 29, 2008, I sent you via facsimile the Leave Act Request Form and requested that you complete the form and return it to me. On February 4, 2008, I received from you via facsimile a partially completed Leave Act Request Form that was not completed by a physician as required. The Certification of Physician section was partially completed by you, it was not signed by a physician and various questions were left blank.

Please be advised that Human Resources cannot process a request for Medical Leave without a fully completed Leave Act Request Form and certification of your health condition by your treating physician. Please provide the completed documentation no later than <u>February 8</u>, <u>2008</u>.

Enclosed with this letter, please find a copy of the Illinois State Medical Insurance Service, Inc. ("ISMIS") Family and Medical Leave policy and Short-Term Disability policy for your information. Please note that in order to be eligible for Medical Leave, you must complete a Leave Act Request form and provide certification of your serious health condition. In order to be eligible for Short-Term Disability you must submit proof that you are under the active care of a physician and such proof must including the diagnosis, the nature of the disability and the expected duration of the disability. Furthermore, in order to demonstrate eligibility for Medical Leave and/or Short-Term Disability, a note from your attending physician must be provided every 14 working days while on Medical Leave or Short-Term Disability.

Enclosed herewith please find a copy of my letter to Dr. Martini, requesting that he provide information regarding your disability so that Human Resources can process your Leave Act Request Form. Please be advised that it is not Human Resources' obligation to obtain this information, it is your obligation to provide the necessary documentation forthwith. You have been on leave for two weeks and Human Resources has yet to receive the requisite information to process your request. If I do not receive this information forthwith I will be unable to process your Leave Act Request Form, and I will be unable to process any request for Short-Term Disability.

Please contact me if you have any questions.

Sincerely,

Donna Gentile-Karas

Assistant Vice President, Human Resources

Enclosures

Alan Allphin cc:

Laura Hutchinson

File

Page 71 of 104

INDEX: VI.A-5 PAGE: 1 of 1

SECTION:

BENEFITS -- INSURANCE

EFFECTIVE:

August 16, 1982

SUBJECT: SHORT-TERM DISABILITY (STD)

REVISED:

July 1, 2004

POLICY:

Employees are eligible for short-term disability (STD) coverage the first of the month following one year of employment.

STD provides an employee with 60% of their base salary during the medical leave period described below:

To qualify for short-term disability, the employee must:

- Be disabled for a minimum of five consecutive working days.
- Submit proof that they are under the active care of a physician. Such proof shall include the diagnosis/nature and expected duration of the disability;
- Demonstrate eligibility every 14 working days by submitting a note from their attending physician which includes the information immediately above. Demonstration of eligibility for STD due to maternity will be waived for the first six weeks. At that time, eligibility must be demonstrated by submitting a note from the attending physician, and then every 14 working days thereafter.
- If requested, employee shall authorize the Company to obtain additional medical information;
- Upon return to work, employee must submit a release from their attending physician describing work limitations, if any.

The STD period of 90 calendar days is retroactive to the date of eligibility and is offset by accumulated sick time, i.e., an employee with 10 days sick time will use those 10 days for the first 10 working days of the 90-day period. The balance of their 90 day period will provide payment at 60% of their base salary. Employee must exhaust accumulated sick time. The employee may choose to retain up to three sick days for use after disability,

There can only be one STD period for the same illness within a 12 month time frame.

All earned vacation and other personal benefits are preserved during STD, unless an employee chooses to use such time thereby foregoing the STD 60% payment. The employee would then receive full pay for the amount of vacation and/or personal time used. However, additional time will not be earned.

All insurance benefits will be maintained during STD.

The cost of STD coverage is paid by the Company.



February 4, 2008

VIA FACSIMILE TO (219)836-4646 AND U.S. MAIL

Dr. Mohamad Martini Hammond Clinic LLC 7905 Calumet Avenue Munster, IN, 46321

Re: Patient Sakie Scott

Dear Dr. Martini:

I am the Vice President of Human Resources for Illinois State Medical Insurance Services, Inc. ("ISMIS"). I recently received a Family Medical Leave Act Request Form from Ms. Sakie Scott, an employee of ISMIS. Ms. Scott has indicated that she is currently under your care. Enclosed with this letter you will find a Certification of Physician form which has been signed by Ms. Scott and must be completed by a physician. Please complete the enclosed Certification of Physician form and return to me via facsimile to (312)782-2850 and mail. Enclosed you will also find a copy of the Hammond Clinic LLC HIPAA Disclosure/Disability Department form that has been signed by Ms. Scott.

Please be advised that we require the following information to be provided:

- diagnosis/nature of disability;
- (2) date disability began;
- (3) whether patient is currently able to work;
- (4) the estimated duration of the disability/inability to work;
- (5) whether patient can return to light/restricted work;
- (6) describe the restrictions and limitations (if any):
- (7) the estimated duration of light/restricted work (if applicable):
- (8) your name, address, telephone number, fax number and date.

Please note that Ms. Scott cannot be approved for Family Medical Leave until ISMIS receives the Certification of Physician form completed in its entirety and signed by you. Please also note that written verification of continued disability must be submitted by Ms. Scott every fifteen (15) days and that a written release to return to work must be submitted upon Ms. Scott's return to work.

If you have any questions regarding the completion of the Certification of Physician form please contact me directly.

Yours very truly,

Illinois State Medical Insurance Services, Inc.

Donna Gentile-Karas

cc: Sakie Scott

Enclosures

... inois State Medical

ance Services, Inc.



February 6, 2008

Ms. Sakie Scott

Re: Medical Leave

Dear Ms. Scott:

I am writing to request you to provide a completed Leave Act Request Form including a fully completed Certification of Physician. You have been on medical leave since January 21, 2008. On January 21, 2008, you advised that you would be returning to work on January 29, 2008. On January 28, 2008, you advised that you would be on medical leave indefinitely. On January 29, 2008, I sent you via facsimile the Leave Act Request Form and requested that you complete the form and return it to me. On February 4, 2008, I received from you via facsimile a partially completed Leave Act Request Form that was not completed by a physician as required. The Certification of Physician section was partially completed by you, it was not signed by a physician and various questions were left blank.

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Twenty North Michigan Avenue, Suite 700 Chicago, Illinois 60602 Web site: www.ismie.com Telephone: 312-782-2749 Toll Free: 800-782-4767 Fax: 312-782-2023

Enclosed herewith please find a copy of my letter to Dr. Martini, requesting that he provide information regarding your disability so that Human Resources can process your Leave Act Request Form. Please be advised that it is not Human Resources' obligation to obtain this information, it is your obligation to provide the necessary documentation forthwith. You have been on leave for two weeks and Human Resources has yet to receive the requisite information to process your request. If I do not receive this information forthwith I will be unable to process your Leave Act Request Form, and I will be unable to process any request for Short-Term Disability.

Please contact me if you have any questions.

Sincerely,

Donna Gentile-Karas

Assistant Vice President, Human Resources

Enclosures

Alan Allphin cc:

Laura Hutchinson

File

VI.A-5 PAGE: 1 of 1

BENEFITS - INSURANCE SECTION: EFFECTIVE: August 16, 1982

SUBJECT: SHORT-TERM DISABILITY (STD) July 1, 2004 REVISED:

POLICY:

INDEX:

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- Submit proof that they are under the active care of a physician. Such proof shall include the diagnosis/nature and expected duration of the disability:
- Demonstrate eligibility every 14 working days by submitting a note from their attending physician which includes the information immediately above. Demonstration of eligibility for STD due to maternity will be waived for the first six weeks. At that time, eligibility must be demonstrated by submitting a note from the attending physician, and then every 14 working days thereafter.
- If requested, employee shall authorize the Company to obtain additional medical information:
- Upon return to work, employee must submit a release from their attending physician describing work limitations, if any.

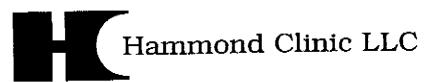
The STD period of 90 calendar days is retroactive to the date of eligibility and is offset by accumulated sick time, i.e., an employee with 10 days sick time will use those 10 days for the first 10 working days of the 90-day period. The balance of their 90 day period will provide payment at 60% of their base salary. Employee must exhaust accumulated sick time. The employee may choose to retain up to three sick days for use after disability.

There can only be one STD period for the same illness within a 12 month time frame.

All earned vacation and other personal benefits are preserved during STD, unless an employee chooses to use such time thereby foregoing the STD 60% payment. The employee would then receive full pay for the amount of vacation and/or personal time used. However, additional time will not be earned.

All insurance benefits will be maintained during STD.

The cost of STD coverage is paid by the Company.



HIPAA DISCLOSURE / DISABILITY DEPARTMENT

REQUEST FOR THE COMPLETION OF PATIENT FORMS
DATE 2/4/08 CHART #
NAME SALLE SLOT (
SOCIAL SECURITY NUMBER 337
DATE OF BIRTH 12505
PHYSICIAN TO SIGN FORM // / ////
INJURY OR ILLNESS DATE OF ONSET 1/2/08
(Circle) 1 ST DAY OF DISABILITY / 2/ / OS RETURN TO WORK / / 2/ / OS (7)
HOSPITAL (IF APPLICABLE)
ADMISSION DATE DISCHARGE DATE
PLEASE ALLOW 5 TO 7 WORKING DAYS FOR COMPLETION OF FORM(S)
FAX TO IT State Med The Dentiention Donna Kent 8
MAIL TO: 3/2 782 2850
PICK UP: PLEASE CIRCLE) SPECIALTY CENTER AMILY WEILNESS ST. JOHN
Xalle Xallt
PATIENT SIGNATURE
(Only the patient may sign in accordance with Indiana and Federal law)
Payment - check # cash Cash
Amount collected 10.00 date 2.4-08
Employee Signature 1060

Form 30169 - revised 3/05



Hammond Clinic LLC

7905 Calumet Avenue 9800 Valparalso Court 11355 West 97th Lane	Munster, Indiana 46321 Munster, Indiana 46321 St. John, Indiana 46373	Telephone 219-836-5800 Telephone 219-934-9800 Telephone 219-365-5577
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	mond Clinic LLC 7905 CALUMET AVENUE MUNSTER, INDIANA 46321 PHONE (219) 836-5800 www.hammondclinic.com	
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The top copy of the lurin will be sent to Medical Records for posting in the patient's chart, the second copy will be sent to the primary care doctor, and the third copy is for Urgen Care. If the information has to go to Ref Coord, sho will get the top copy first and then forward it to Medical Records

Form 31094

7

Page 80 of 104 Filed 05/05/2008 Case 1:08-cv-01457 _ _Document 6-2 3 4 5 7 6 8 P000103106 02/04/08 8345826 DR. NO. DATE **≠ROGRESS NOTES** P07262074 10:18 UNIC/HMO/J634 Consult Note from Dr. SCOTT SAKIE A 08420580 Reviewed by CALUMAT CITY IL 60409 SCOTT , GREGORY T 708-539-4203 12/20/56 co testing done Consult Note from Dr. Reviewed by

Filed 05/05/2008 Page 81 of 104 Case 1:08-cv-01457 _ Document 6-2 P07262071 Hammond Clinic - Cardiolc reisd mic UNIC/HML, 3634 Progress Notes Age SCOTT SAKIE A 08420580 416 MERRILL Attergies: .. CALUMET CITY IL 60409 Medications See List - Reviewed SCOTT, GREGORY T Wt://.\\$B/P: Ht: P:/// R: 708-539-4203 12/20/56 T:111 Consultation Requested by and Information Sent to: Reason for visit: 6.1 11.1 O 150 6 77717 N. my with A 1- of his area CC: Social H: ETOH Occupation Sub Abuse Tobacco -Years Packs **Ouit** Past H: DMHTN Dyslipidemia CABG PTCA **CVA** CACOPD **BPH** Asthma Arthritis PVD HPI: Chest Pain (1) N Y Dizziness Pain in: SOB LOC Y Shoulders DOE Presyncope Y Arms **PND** Leg Swelling Y Neck Orthopnea Cough Υ Jaw Palpitation Claudication $\cdot \mathbf{Y}$ Back Details. clo 1 BP cid highten willent in roll showing pour in content of a kingth PRINCE ALPATORE and a training of the section Und shortent 1/9 (05 - 9 places Specialpets. Fam H: M-MGM . **PGF** ROS: Sheet Reviewed Date Constitutional Eyes ENT Resp CV \overline{GU} / GI Neuro Musc/Skel Skin Psych Patigue Discharge Harache Cough Chest Pain Abd Pain Dysuria Confusion Back Pain Abscess Anxiety Fever Itch Hoarsemess Dyspnea Diaphoresis Frequency Constinution Headache Gout Depression Eczema Night sweats Nasal Disch Pain Hemoptysis DOE Hematuria Diarthea Parasthesia Joint Pain Itch Insomnia Weakness Photophobia Sore throat Wheeze Orthopnea Vag. Bleed Emesis Seizures Joint Swell Rash Nevous Wt. Gain Swelling Tinnitus Sputum Palpitation Vag. Disch Melena Weakness Myalgia Ulcers Forgetful Wt. Loss Vertigo Loss of Nausca/vomiting Redness Bruising Vision Details: NORMAN PRESURBED ALREADY BY BACKFUCH Form 30063

Fax sent by :

01/29/09 12:15 Pg: 7/8

ISMIE Mutual Insurance Co., Inc. Illinois State Medical Insurance Services, Inc. Illinois State Medical Society

CERTIFICATION OF PHYSICIAN

This Certification of Physician form must be completed in order for disability benefits to be approved and processed. Part I is to the completed by the employee, and Part II is to be completed by the attending physician.

	PART I: TO BE COMPLETED BY EMPLOYEE:
	Name:
	Address:
	/ ' · · · · · · · · · · · · · · ·
	Home Phone Number:
	Social Security Number:
	Authorization for Medical Records and Reports
/	hereby authorize my physician and any other person associated with my physician, to give to the representative of Illinois State Medical Insurance
•	Services, Inc. any and all information which may be requested regarding my physical condition and treatment rendered and if necessary, allow them, or any physician appointed by them, to examine any
\	x-ray pictures/taken of me for records regarding my condition or treatment.
_	Signature Date
	PART II: TO BE COMPLETED BY PHYSICIAN:
	Patient's Name
	Diagnosis/Nature of Disability 1/2//08
	Date Disability Began DIAGNOSIS: UNCONTROLLED HYPERTENSION;
	DIAGNOSIS: UNCONTROLLED HYPERTENSION; ATYPICAL CHEST PAIN; CAD / CABG.
	i_{i} , i

Fax sent by :

12:15 Pg: 8/8 **91/29/98**

is petient currently ab	le to work?	N 2				
Estimated duration of	disability/Inebility to w	ork? FK	om 01/21	/08 TI	2/19	108
Can patient return to I	ight/restricted work?	,	√ ∂			
Describe restri	ictions and ilmitations	20	- 232	2 due	to her	
		Wijh	librad	press	eve	
Estimated dura	ation of light/restricted	work	He0 l	2401	nestur	<u>e</u>
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Physician Signature		7		Date		20
Print Name	MOHAMAD	MAR	TININ	D,		·
Address	7905 CAL	UMET	AUE .			
	MUNSTER	ŢΝ	46321			
Phone Number	219-836-5	800	Fax Number	219-	836-46	84_
lote to Physician: V	Vritten verification of c	ontinued di	sability must be	s submitted	by employee e	verv

15 days. Also, a written release to return to work must be submitted upon

Return Completed form to:

Human Resources Illinois State Medical Insurance Services, Inc. 20 N. Michigan Avenue, Suite 700 Chicago, IL 60802

employee's return to work.

or Fax (312) 782-2850

ISMIE Mutual Insurance Co., Inc. Illinois State Medical Insurance Services, Inc. Illinois State Medical Society

CERTIFICATION OF PHYSICIAN

This Certification of Physician form must be completed in order for disability benefits to be approved and processed. Part I is to the completed by the employee, and Part II is to be completed by the attending physician.

PART I: TO BE COMPLETED BY EMPLOYEE:
Name: Sakie Scott
Address:
Home Phone Number
Social Security Number: 1092
Number.
Analogo de la Companio del Companio de la Companio
Authorization for Medical Records and Reports
hereby authorize my physician and any other person
associated with my physician, to give to the representative of Illinois State Medical Insurance
Services, Inc. any and all information which may be requested regarding my physical condition and treatment rendered and if necessary, allow them, or any physician appointed by them, to examine any
x-ray pictures taken of me, or records regarding my condition or treatment.
Kain of Fife 2/3/12
Signature Date
olgitatore / / / Date
PART II: TO BE COMPLETED BY PHYSICIAN:
Patient's Name

Diagnosis/Nature of Disability

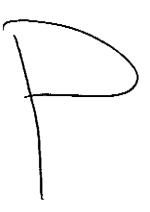
Date Disability Began

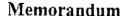
Is patient currently a	able to work? NOT PT CUTTURT TONG
Estimated duration	of disability/inability to work?
Can patient return to	b light/restricted work? will determine part total
Describe res	trictions and limitations NALANTANNA POST TESTING
Estimated du	uration of light/restricted work Unfalls AT PASCACE
Physician Šignature	Brist Trous Pag 2/12/00
Print Name	BriAN J. KrANS CANDERGY
Address	7905 CALVMETARS MUNSTEF IN 1634
Phone Number	29-836-5800 Fax Number
Note to Physician:	Written verification of continued disability must be submitted by employee every 15 days. Also, a written release to return to work must be submitted upon employee's return to work.

Return Completed form to:

Human Resources Illinois State Medical Insurance Services, Inc. 20 N. Michigan Avenue, Suite 700 Chicago, IL 60602

or Fax (312) 782-2850





Date:

March 1, 2007

To:

Block; Fowler; Fritz; Maes; Thiemann

Cc:

Allphin; Coghlan; Evans; Koves; Smith; Stokes

From:

Laura C. Hutchinson

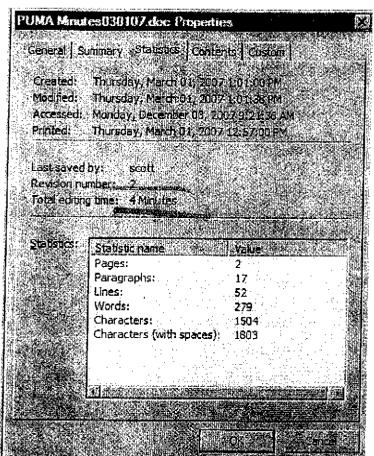
Subject:

Minutes of PUMA Meeting on March 1, 2007

- 1. **Imaging Project**: There is one pending issue: the Renewal packet (headings). Also, establish a PREP Workflow implementation target date is April 1st.
- 2. Web Site: March 15th announced in E-News to policyholders and the brokers.
- 3 Companion Endorsements: Automate the addition and deletion of these endorsements. In testing with Ron Fowler.
- 4. **SIR/Infinity (Keith):** Currently on hold. Design memo has been sent to Steve Maes; billing questions for Claims from IS are still pending answers.
- 5. Renewal Letters: A tail quote will need to be a part of the renewal letters for all policies. For clinics, provide a quote for the corporation and each of the physicians. Target date is 04/01/07.
- 6. **Dividend Plan:** We continued discussion of implementation issues: calculate at first \$1m; determine continuous coverage at the account level; do not include PCF amount. April 1st is the cut-off date for entering retro changes and reinstatements.
- 7. **Policy Status Types:** The submission binder issue was discussed; Claims should be sent an e-mail notification. Address to Kelly Kehoe and cc: Christine Renfro, Larry Szatkowski and Keith Evans.
- 8. Access to PUMA and ImageRight outside of office: Steve Maes is proceeding with implementation for U/W Management by mid-March.
- 9. New PUMA Reports for Allphin: New Business and Cancellations; excel spreadsheet; target date is 03/01/07. In testing with Ron Fowler. Another report has been added Clinic Tracking.
- 10. **PUMA Quote Letters**: Keith distributed quote letters for individuals and groups. Has been assigned to a programmer.

Absent: Fritz







Date:

March 1, 2007

To:

Block; Fowler; Fritz; Maes; Thiemann

Ce:

Allphin; Coghlan; Evans; Koves; Smith; Stokes

From:

Laura C. Hutchinson

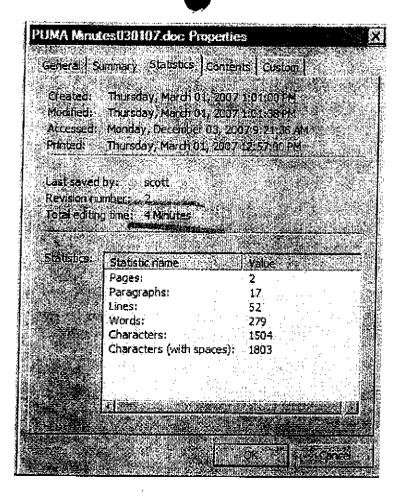
Subject:

Minutes of PUMA Meeting on March 1, 2007

- 1. **Imaging Project**: There is one pending issue: the Renewal packet (headings). Also, establish a PREP Workflow implementation target date is April 1st.
- 2. Web Site: March 15th announced in E-News to policyholders and the brokers.
- 3. Companion Endorsements: Automate the addition and deletion of these endorsements. In testing with Ron Fowler.
- 4. **SIR/Infinity (Keith):** Currently on hold. Design memo has been sent to Steve Maes; billing questions for Claims from IS are still pending answers.
- 5. Renewal Letters: A tail quote will need to be a part of the renewal letters for all policies. For clinics, provide a quote for the corporation and each of the physicians. Target date is 04/01/07.
- 6. **Dividend Plan:** We continued discussion of implementation issues: calculate at first \$1m; determine continuous coverage at the account level; do not include PCF amount. April 1st is the cut-off date for entering retro changes and reinstatements.
- 7. Policy Status Types: The submission binder issue was discussed; Claims should be sent an e-mail notification. Address to Kelly Kehoe and cc: Christine Renfro, Larry Szatkowski and Keith Evans.
- 8. Access to PUMA and ImageRight outside of office: Steve Maes is proceeding with implementation for U/W Management by mid-March.
- 9. New PUMA Reports for Allphin: New Business and Cancellations; excel spreadsheet; target date is 03/01/07. In testing with Ron Fowler. Another report has been added Clinic Tracking.
- 10. PUMA Quote Letters: Keith distributed quote letters for individuals and groups. Has been assigned to a programmer.

Absent: Fritz







Date:

April 5, 2007

To:

Block; Fowler; Fritz; Maes; Thiemann

Ce:

Allphin; Coghlan; Evans; Koves; Smith; Stokes

From:

Laura C. Hutchinson

Subject:

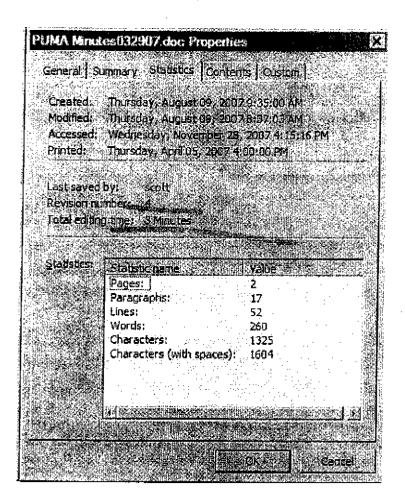
Minutes of PUMA Meeting on April 5, 2007

- 1. Imaging Project: The fix for Renewal packet headings is pending. Also, establish a PREP Workflow implementation target date is now May 1st.
- 2. Companion Endorsements: Automate the addition and deletion of these endorsements. In testing with Ron Fowler.
- 3. Renewal Letters: A tail quote will need to be a part of the renewal letters for all policies. For clinics, provide a quote for the corporation and each of the physicians. Target date is 04/01/07. In testing with Laurel.
- 4. **Dividend Plan:** Calculate at first \$1m; determine continuous coverage at the account level; do not include PCF amount. April 1st is the cut-off date for entering retro changes and reinstatements back into the 07/05 and 07/06 policy years. Free Medical Clinic policies will be included.
- 5. **PUMA Quote Letters**: Quote letters for individuals are done and groups should be in testing next week with Hugh. Target date is mid April. Keith to review test data.
- 6. Non-Renewal Pending Flag: E-mail sent to Thiemann 03/13/07; has been assigned to a programmer. Should be in testing next week.
- Commission: Commission on renewals on or after 07/01/07 should be increased to 8.5%. To be implemented after this quarter.
- 8. Renewal Worksheet: Add revised line of authority. This has been completed.
- 9. PUMA Letters: E-mail to Thiemann 03/29/07 to add 5 letters to the table. In testing with Fowler.

Absent: Fritz

addition





Memorandum

Date:

March 26, 2007

To:

Block; Fowler; Fritz; Maes; Thiemann

Cc:

Allphin; Coghlan; Evans; Koves; Smith; Stokes

From:

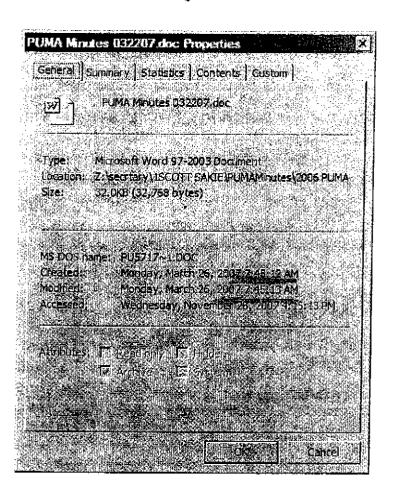
Laura C. Hutchinson

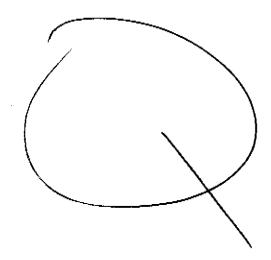
Subject:

Minutes of PUMA Meeting on March 22, 2007

- 1. **Imaging Project**: The fix for Renewal packet headings is pending. Also, establish a PREP Workflow implementation target date is April 1st.
- 2. **Companion Endorsements**: Automate the addition and deletion of these endorsements. In testing with Ron Fowler.
- 3. Renewal Letters: A tail quote will need to be a part of the renewal letters for all policies. For clinics, provide a quote for the corporation and each of the physicians. Target date is 04/01/07.
- 4. **Dividend Plan:** Calculate at first \$1m; determine continuous coverage at the account level; do not include PCF amount. April 1st is the cut-off date for entering retro changes and reinstatements back into the 07/05 and 07/06 policy years.
- 5. Policy Status Types: Submission Pending Report will be in the next executable.
- 6. Access to PUMA and ImageRight outside of office: Steve Maes is proceeding with implementation for U/W Management.
- 7. New PUMA Reports for Allphin: New Business, Cancellations and Clinic Tracking need to be in excel spreadsheets; will be in the next executable.
- 8. **PUMA Quote Letters**: Quote letters for individuals are done and groups should be in testing next week with Hugh.
- 9. Non-Renewal Pending Flag: E-mail sent to Thiemann 03/13/07; has been assigned to a programmer.

Absent: Evans







Active Task Assigned Report User: : Sakie Scott Flow: NEW BUSINESS Step: NEW BUSINESS - INDEX

View Report Description

Total Task Assigned: 2

Number	User Name	File Number	Drawer	Document type	Date Initiated	Date	Description		Current	Future	Hold
1	Sakie Scott	64732	Underwriting	H jomespondencel	11/6/2007 9:03:33 AM	11/16/2007 3:27:58 PM	Reintialize please	11/16/2007 3:27:31 PM	х		
2	Sakie Scott	64740	Underwriting			11/19/2007 9:20:28 AM	Please reinitialize- see comment from Jon	11/19/2007 9:20:28 AM	х		į
	•	•		Totals					2	0	0

Version: 3 4.1 5060

Show SQL Statement

Scott Sakie

From:

Scott Sakie

Sent:

Monday, November 19, 2007 2:26 PM

To:

Hutchinson Laura

Subject:

Task Assigned: #64740 - Mategrano

This task needs to be reinitialized tomorrow.

Sakie Aneshia Scott

Underwriting Division Illinois State Medical Services, Inc. Twenty North Michigan Avenue Suite 700 Chicago, IL 60602 (312) 853-1617 (312) 782-2023 FAX Case 1:08-cv-01457 Document 6-2 Filed 05/05/2008 Page 98 of 104

Scott Sakie

From: Scott Sakie

Sent: Monday, November 19, 2007 2:24 PM

To: Hutchinson Laura

Cc: Moorer Tanya; Wideman Greg Subject: #64732 - Congress International

FYI: Prior balance will not allow me to reinitialize this policy. Tanya is looking into matter and will let me know when to reinitialize.

Sakie Aneshia Scott

Underwriting Division Illinois State Medical Services, Inc. Twenty North Michigan Avenue Suite 700 Chicago, IL 60602 (312) 853-1617 (312) 782-2023 FAX

Salvie Ranble. Please Ranble.



Active Task Assigned Report

User: : Sakie Scott
Flow: UW MAIL Step: INDEX

View Report Description

Total Task Assigned: 1

Number	User Name	lfile Number	Drawer -	Document type	Date Initiated	Avadable Date	Description	Start Time	Current	Intuic	Hələ
l	Sakie Scott	06840	Underwriting	Insured Correspondence	12/7/2007 1:28:33 PM	3:02:33	PROM	12/7/2007 3:02:33 PM	x	:	:
	<u> </u>			Totals		arm.			1_	0	0

Version: 3.4.1.5060



Active Task Assigned Report User:: Sakie Scott Flow: UW MAIL Step: INDEX

View Report Description

Total Task Assigned: 1

Number	User Name	File Number	Drawer	Document type	Date Initiated	Available Date	Description	Start Time	Current	Puture	Hold
1	Sakie (Scott	~153024	Underwriting	Insured Correspondence	10/31/2007 3:45:18 PM	2:02:59 DM	IMPORTED FROM PRINT DRIVER	11/1/2007 2:02:59 PM	Х		
	•			Totals					1	0	0

Version: 3.4.1.5060

Fr day, November 30, 2003

View Report Description

Active Task Assigned Report

USET: SAKIE SCALE
FLOW SUPPLISSION MATERIALS SEPTEMBERSION-IN

Total Task Assigned: 1

					Otal I abn /						
Number	User Name	tiile Number	Drawer	Document type	Date Initiated	Available Date	Description	Start Time	Current	Future	Hold
ŀ	Sakie Scott	34859	Underwriting	New Business Application Worksheet	11/29/2007 3:30:32 PM	3:30:34	RE- INITIALIZE SUBMISSION	11/29/2007 3:30:35 PM	х		
177			<u> </u>	To	tals				I I	0	0

Version: 3.4.1 5060

Document 6-2

Filed 05/05/20<u>08</u>

Page 102 of 104

Page 1 of 1

ImageRight In Process Report

Active Task Assigned Report
User: : UNASSIGNED
Flow SUBMISSION MATERIALS Step: SUBMISSION-INDEX

View Report Descripting

OW SUBMISSION MATERIALS Step: SUBMISSION-INDE

Total	Task	Assigned:	4

	Ŋ	nober	User Name	File Number	Drawer	Document type	Date Initiated	Available Date	Description	Start Time:	Current	Future	Hold
/		1	UNASSIGNED	-159397	Underwriting	New Business Application Worksheet	9:59:12	11/30/2007 9:59:13 AM	IMPORTED FROM PRINT DRIVER	11/30/2007 9:59:13 AM	X		
Ł	1	2	UNASSIGNED	-159398	Underwriting	New Business Application Worksheet	10:00:07	L1/30/2007 L0:00:07 AM	IMPORTED FROM PRINT DRIVER	11/30/2007 10:00:07 AM	×		
1	1	1	UNASSIGNED	~159399	Underwriting	Now Business Application Worksheet	10:00:57	11/30/2007 10:00:58 AM	IMPORTED FROM PRINT DRIVER	11/30/2007 10:00:58 AM	X		
1	7	\ 4	UNASSIGNED	-159400	Underwriting	New Business Application Worksheet	10:02:02	11/30/2007 10:02:02 AM	IMPORTED FROM PRINT DRIVER	11/30/2007 10:02:02 AM	V.		
\	\vdash	$\overline{}$			'	Totals					4	0	0

Version: 3.4.1.5060

S**k**ox SQL Statement

Active Task Assigned Report

Flow: NEW BUSINESS Step: NEW BUSINESS - INDEX

View Report Description

Total Task Assigned: 1

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1	Sakie Scott	62900	Underwriting	Application		11/29/2007 3:03:13 PM	Willie	11/29/2007 3:03:13 PM	X		
				To	otals				l	0	0

Word Finer War war war

Version: 3 4.1.5060



Active Task Assigned Report
User: : UNASSIGNED
Flow: NEW BUSINESS - INDEX

View Report Description

Total Task Assigned: 1

					47						
Number	Usar Name	15le Namber	Drawe.	Document type	Date Inmated	Available Date	Description	Start Time	Current	Pature	Hotel
1	UNASSIGNED	-159422	Underwriting	New Business Application Worksheet	11/30/2007 10:13:47 AM	10:13:47	IMPORTED FROM PRINT DRIVER	11/30/2007 10:13:47 AM	X.		
				Totals					ŀ	0	0

Version: 3.4.1.5060

File Date: May 5, 200

Case No:

ATTACHMENT # _____

TAB (DESCRIPTION)



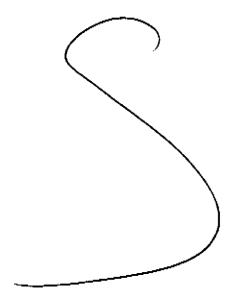
60602 (312) 853-1617 (312) 782-2023 FAX

	From Subject 91457 Document 6-3 Files 05/05/200	Wanti Street	S ige 3 1 7
ACT ALL BUTTON (A)	Scott Sakle Early Departure The	8/2006 9:29 AM	3 KB
	Laura, I can stay until 1:25 today instead of 12:25. Sakie Aneshia Scott Underwriting Division Illinols State Medical Services, Inc. Twenty North Michigae 60602 (312) 853-1617 (312) 782-2023 FAX <end></end>	n Avenue Suite 700 Chi	cago, IL
	Scott Sakie Time off Fri 1/2	20/2006 10:00 AM	3 KB
	No more time is needed for my husband unless an emergency arises. My son is scheduled for outpa 26th at the Hammond Indiana clinic. According to the doctor, they will inject him with steroids and	stitch his ear. We wil.	<u></u>
. 9	Thank you	/19/2006 11:20 AM	4 KB
	5akie Aneshla Scott Underwriting Division Illinois State Medical Services, Inc. Twenty North Michigar 60602 (312) 853-1617 (312) 782-2023 FAX		
. 5	proce parties	/18/2006 3:55 PM	3 KB
	Laura, may I skip my lunch tomorrow and leave at 3:00. Will also work through lunch on Friday. All test results are in for husband. Meet with Doctor. Thank you. Sakie Aneshia Scott Underwriting Division Illinois State Medical Services, Inc. Twen		
. 2	Scott Sakie Early Departure Thu 1/	/12/2006 9:43 AM	3 KB
	Laura, may I please leave at 3:30 p.m. today to go to hospital. Will skip lunch. Thanks. Sakie Aneshia Scott Underwriting Division Illinois State Medical Services, Inc. Twenty North Michigae 60602 (312) 853-1617	n Avenue Suite 700 Chi	cago, IL
 , Ş	Scott Sakie Time Off Wed 1	1/4/2006 9:59 AM	3 K B
	I would like to take off Monday, January 16th for a personal day. Thank you. Sakie Aneshla Scott Underwriting Division Illinois State Medical Services, Inc. Twenty North Michigan	n Avenue Suite 700 Chi	cago, IL
, 9	Scott Solde (16, Con) Separcing	/23/2005 1:18 PM	3 KB
	Thank you. 5akie Aneshia Scott Underwriting Division Illinois State Medical Services, Inc. Twenty North Michigal 60602 (312) 853-1617 (312) 782-2023 FAX	n Avenue Suite 700 Chi	cago, IL
	Scott Sakie Early Departure Fri. 12/	/23/2005 9:14 AM	3.KB
	Laura, may I please leave at 3:25 this afternoon if there is nothing pending? Sakie Aneshia Scott Underwriting Division Illinois State Medical Services, Inc. Twenty North Michigae 60602 (312) 853-1617 (312) 782-2023		
	Scott Sakle RE: Time Off Thu 1	2/15/2005 12:31 PM	13: KB
	Thank you. Sakie Aneshia Scott Underwriting Division Illinois State Medical Services, Inc. Twenty North Michiga 60602 (312) 853-1617 (312) 782-2023 FAX	n Avenue Suite 700 Ch	lçago, IL
, !	Scott Sakie Time Off Pue 1	2/13/2005 2:37 PM	3 KB
	Laura, may I please have December 27th , Tuesday off for a vacation day? Sakie Aneshia Scott Underwriting Division Illinois State Medical Services, Inc. Twenty North Michiga 60602 (312) 853-1617 (312) 782-2023 FAX	n Avenue Suite 700 Ch	icago, IL
	Scott Sakie Early Departure #ft 12.	/2/2005 11:16 AM Thank you.	3 KB
	Sakie Aneshia Scott Underwriting Division Illinois State Medical Services, Inc. Twenty North Michiga	IL Walne Zaire 100 Cit	ic <u>ago, IL</u>
	Scott Sakle Early Departure Michi, 1 have to go to the doctor today because she won't prescribe any medicine for my congestion	11/30/2005 9:42 AM n without seeing me fir	3 KB st because I am
	a heart patient. I will skip my lunch today and leave at 3:30 p.m. Thank you. Sakie Aneshia Scott Underwriting Di		
	Scott Sakie Time off Tue 1	1/15/2005 10:48 AM	3 KB
	Laura, I need to take off November 23rd , if that's ok. If not, I will try to make some other arrange Sakie Aneshia Scott Underwriting Division Illinois State Medical Services, Inc. Twenty North Michiga	ements. Thanks. In <u>Avenue Suite 7</u> 00 <u>Ch</u>	icago, I
· ,	Scott Sakie Time Fri 10.)/28/2005 9:00 AM	,3 KB
	Michi, I need to leave at 3:30 and skip lunch. The insurance company would not approve my press so I have to go to the clinic to get samples before they leave. Thanks.	cription that my doctor	doubled up on,
	Sakie Aneshia Scott Underwriting Division Scott Sakie Time Off Fri 10	/14/2005 11:21 AM	3 KB
,	Laura I need to take off Monday, November 7th for a vacation day. If I can, I'll try to make it in the	ne afternoon. If not, I'll	will call, Thank
	Sakle Aneshia Scott Underwriting Division Illinois State Medical Services, Inc. Twenty North Mich	LO/11/2005 11:22 AM	3 KB
,	Laura, I need to take off for 2 hours on Monday. Hope to arrive between 11:00 and noon. I will st		
	to make up. Dr. needs to discuss my tests with me. Thanks.		<u> </u>
	Dr. needs to discuss my tests with the thanks.		

Case 1:08-cv-01457___

	From	Paningly Co. 1457 Document San	
	Scott Sakie	RE: Revised FW: Early hissal	12/4/2006 1:21 PM 5 KB
	Added "Decemi	per 6, 2006"	_
	Sakie Aneshia S	Scott Underwriting Division Illinois State Medical Services 33-1617 (312) 782-2023 FAX	ces, Inc. Twenty North Michigan Avenue Sulte 700 Chicago, IL
	Scott Sakie Thank you.	RE: Doctors statement	Mon 12/4/2006 8:37 AM 5 KB
	Sakie Aneshia S	Scott Underwriting Division Illinois State Medical Servic 53-1617 (312) 782-2023 FAX	es, Inc. Twenty North Michigan Avenue Suite 700 Chicago, IL
	Scott Sakie	Vacation Day- November 22, 2006	Tue 11/14/2006 3:56 PM 3 KB
	Sakie Aneshia S	ease have November 22nd, next Wednesday off for a Scott Underwriting Division Illinois State Medical Servic 53-1617 (ces, Inc., Twenty North Michigan Avenue Suite 700 Chicago, 1L
,	Scott Sakle	November 17th	Tue 11/14/2006 3:48 PM 3 KB
	Sakie Aneshia S	ease take Wednesday, November 22nd off for a Vacat Scott Underwriting Division Illinois State Medical Servic 53-1617 (312) 782-2023 FAX	tes, Inc. Twenty North Michigan Avenue Suite 700 Chicago, IL
	Scott Sakle	I am in.	Fri 9/29/2006 10:32 AM 3 KB
•	Sakie Aneshia S		ces, Inc. Twenty North Michigan Avenue Suite 700 Chicago, IL
	Scott Sakie	Personal time	Mon 9/25/2006 9:47 AM 3 KB
4	Laura I need b	o sion financial aid release for my son for school. Can	
	60602 (312) 85	5	
2	Scott Sakie	RE: S Scott	Fri 9/22/2006 9:57 AM 5 KB
	Thank you. Sakie Aneshla S Underwriting D		
	Scott Sakie	Early Departure	Wed 6/28/2006 1:37 PM 3 KB
,	Laura, I would doctor's office	like to leave at 3:00pm on Friday, June 30th. Someth No lunch. (Personal Time ½ hour) Thank you. Scott Underwriting Division Illinois St	ning was found on my mother's kidney in test. I am meeting her at
٠	Scott Sakle	RE: Time off	Mon 4/24/2006 3:08 PM 3 KB
	Vacation thank Sakie Aneshia 5 60602 (312) 85	you. Scott Underwriting Division Illinois State Medical Servio 53-1617 (312) 782-2023 FAX	ces, Inc. Twenty North Michigan Avenue Suite 700 Chicago, IL
,	Scott Sakie	Time off	Mon 4/24/2006 2:02 PM 3 KB
	telephone. I n	ne results of the bone scan that they took on my foot eed to leave at 3:00 on Thursday. Thank you. Scott Underwriting Division Illinois State M	Thursday, April 27th They wouldn't give them to me over the
		Vacation Time	Thu 4/13/2006 8:41 AM 3 KB
•	I would like to	take Monday through Friday June 5-9 off for vacation.	
	60602 (312) 8	53-1617 (312) 782	Mon 4/10/2006 11:15 AM: 6/KB
4.	Scott Sakie	RE: Early Departure	Liber at Tal Social Entry 646 to South
	Thank you, enj Sakie Aneshia ! Underwriting D		· · · · · · · · · · · · · · · · · · ·
_,	Scott Sakle	Early Departure	Mon 4/10/2006 10:47 AM 3 KB
•	Hi Mş. Shepher Thanks.		work. Can I take the test right at 7 and leave right afterwards.
		Scott Underwriting Division Illinois State Medical Service	ces, Inc. Twenty North Michigan Avenu
1	Scott Sakie Thanks.	RE: Vacation	Mon 4/10/2006 9:19 AM 3 KB
		Scott Underwriting Division Illinois State Medical Servio 53-1617 (312) 782-2023 FAX	ces, Inc. Twenty North Michigan Avenue Sulte 700 Chicago, IL
4	Scott Sakie	Time Off	Mon 4/3/2006 8:49 AM 3 KB
	I have to leave Sakie Aneshia	at 2:00 on April 5th, Wednesday regarding my foot. Scott Underwrlting Division Illinois State Medical Service	I am not taking a lunch and will use 1 hour personal time. ces, Inc. Twenty North Michigan Avenue Suite 700
,	Scott Sakie Okay.	RE: Calling in sick	Fri 3/31/2006 8:37 AM 4 KB
	Sakle Aneshia	Scott Division	·

	ACCURACY COMMON CONTRACTOR OF THE ACCURACY CONTRACTOR ACCURACY.	2.1:08-cy-0145 Subject	7 Documen			A CONTRACT	SIZe
	Scott Sakie	Early Departure	•		1	3/28/2006 3:57 PM	3 KB
	Sakie Aneshia So	el well. May I leave at cott Underwriting Divisi 3-1617 (312) 782-2023	ion Illinois State Medic	cal Services, Inc. Tw	enty North Mich	lgan Avenue Suite 700 Ch	nicago, IL
_	Scott Sakie	RE: Telephone Cover		, 		Thu 3/23/2006 5:20 PM	4 KB
,	I'll stay from 12: Sakie Aneshia So Underwriting Div	30 to 1:30	*30				
	Scott Sakie	Time Off				Tue 3/21/2006 11:50 Al	м зкв
	May I leave at 1 Sakie Aneshia So	2:00 on Monday Marc	ion Illinois State Medi	al day. cal Services, Inc. Tw	venty North Mich	igan Avenue Suite 700 Ch	
	Scott Sakie	RE: Early Departure	JIPOC SCHOP			Mon 1/30/2006 3:08 PM	1 4 KB
		lay for personal. cott Underwriting Divisi 3-1617 (312) <u>782-202</u> 3		cal Services, Inc. Tw	venty North Mich	lgan Avenue Suite 700 Ch	nicago, IL
	Scott Sakie	Early Departure	<u></u>			Mon 1/30/2006 2:15 PM	1 3 KB
•	Laura, I need to up time. Thank	leave at 1:25 on next				. I will work through my	
	Scott Sakie	Early Departure	ION THROOS State I Vear	Cai politicos sinos en		Thu 10/13/2005 8:27 A	м зкв
,	Laura, the train instead. Need to	no longer makes the st o leave at 1:30. So so cott Underwriting <u>Divisi</u>	rry for the inconvenie	to Indiana on time, nce. Thanks	due to low rider	ship. I have to take the	
	Scott Sakie	Personal Day				Thu 11/11/2004 8:38 A	M 2KB
		•	iber 24th off for a Per	sonal Day. I checke	ed the calendar.	No one that is directly lin	iked to my work
_	Scott Sakle	Time off	,		. :	Wed 10/27/2004 8:36 A	AM 2 KB
	Laura, May I please rec	quest a personal day fo lunch and wait to pick	or Monday, November	1st? Sean and Alba Valgreens when the	ert are the only o pharmacist has j	ones scheduled off on our t ready this af	side.
	Scott Sakie	Dental Appointment			· · · · · · · · · · · · · · · · · · ·	Mon 10/18/2004 9:31 A	АМ 2КВ
	Laura, I have a go to lunch for the Thank you. <e< td=""><td>dental appointment on hat hour taken.</td><td>Thursday, October 2</td><td>1st at 5:00 p.m. Wi</td><td>Il need to leave</td><td>at 3:00 p.m. for the 3:15</td><td></td></e<>	dental appointment on hat hour taken.	Thursday, October 2	1st at 5:00 p.m. Wi	Il need to leave	at 3:00 p.m. for the 3:15	
	Scott Sakle	Sick Day				Wed 9/8/2004 8:27 AM	2 KB
	Melissa, Sorry, I forgot to and the time she	o let you know that I to eet had already gone in	ook a sick day on Aug n for the time period.	gust 27th. Please no Thanks, <u><end></end></u>	te in my personi	nel records. Laura was ou	
٠	Scott Sakle	Doctor's Appointmen	it on August 31, 2004			Tue 8/24/2004 8:54 AM	1 2 KB
	Dear Laura, On August 30th, to leave midday	, next Monday, I have . Shortly after 12:00 p	to go to the doctor fo .m. To make up for	r my follow up to ne the hours, I worked	ew medicine. Be through my lund	cause blood work is involu th yest	ved, I wili need
			•				



UNDERWRITING TECHNICIAN WEEKLY ACTIVITY LOG

Jamie Donovan	Van			Overtime Hours:		
Please complete	Please complete by Monday, 9:00 am	3				
Au	August	Locum	AHP	Suspended	Cancellations	BORs
20	2004	Tenens	Change	Coverage	Received	Processed
	23		1	0	0	0
Tues.	24	0	7	0	0	0
Wed.	25	1	0	0	5	0
Thur.	26	1	1	1	11	0
Fri.	27	0	0	0		0
Totals		3	9	1	17	0
			Other /	Other Activities		
17 AHP Lett	ers (M), 3 Peor	ia Med Soc Letters (M), 1	AHP Letters (M), 3 Peoria Med Soc Letters (M), 1 Peoria Med (W), 11 AHPs (W)	s (W)		
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UNDERWRITING TECHNICIAN WEEKLY ACTIVITY LOG

Overtime Hours:

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				Casher: Coc	Cancellanding	BORs
20	2004	Tenens	Change	Coverage	Received	Processed
<u> </u>	30	.1	2	0	0	0
Tues.	31	0	2	0	0	0
Wed.	1			Sick Day		
Thur.	2	2	1	-1	0	0
Fri.	٠	_				
Totals	٥	_	2	1	0	0
	٥	4 1	7	2	0	0
	ŭ	4 1	7	2	0	0
	ŭ	4 1		1 2 Other Activities	0	0
1/1/05 Off-cy	cle Prep (Th, I	Fri. 3 1 2 Totals 4 7 Oth Oth 1/1/05 Off-cycle Prep (Th, F), Peoria Medical Society requests (1-Th, 1-F),	7 Other y requests (1-Th, 1-F),		0	0
1/1/05 Off-cy	cle Prep (Th, I	4), Peoria Medical Societ	7 Other y requests (1-Th, 1-F),		0	0
1/1/05 Off-cy	cle Prep (Th, I	4), Peoria Medical Societ	7 Other y requests (1-Th, 1-F),		0	0 0
1/1/05 Off-cy	de Prep (Th. I	4), Peoria Medical Societ	7 Other y requests (1-Th, 1-F),		0	0
1/1/05 Off-cy	cle Prep (Th, I	4), Peoria Medical Societ	7 Other y requests (1-Th, 1-F),		0	0
1/1/05 Off-cy	cle Prep (Th, I	4), Peoria Medical Societ	7 Other y requests (1-Th, 1-F),		0	0

SECRETARY Weekly Activity Log

No loc

Sarah Maddock

Totals	Friday	Thursday	Wednesday	Tuesday	Monday	10-10-05 to 1
31	జ					Loss Histories Screened
ch			 	2	2	New Biz Mailings
24	10	9	(J)			Manual Loss Histories
0						Bryn Mawr LH
10		!			10	Returned Mail
0			:			U/W Profiles
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의						SA
						Total

Reception desk coverage:

Greg coverage - finish PREP letters, file charges; order supplies

Overtime:

Carryover Assignments:	
Request for COI	
Vew Biz Mailings	
etters/memos to be typed	
Document Requests	
Part-time Ltrs	

oss Histories

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Weekly Activity Log SECRETARY

Name:

Sarah Maddock

8(4
13	Loss		Policy							7	1		71 ⊨
73-26-05 to	Histories	New Biz	Renewal	AHP Loss	AHP Loss Bryn Mawr Returned LiPH Return	Returned	IIPII Return	3	Dun Dos				
12-30-05	Screened	Mailings	Doc	Histories	HT	Mail	for Address	Profiles	Ren	2	CK.	3	
Monday		:		CLOS	CLOSED FOR HOLIDAY	IDΑΥ			j		1		
Q Lucsday				PI	PERSONAL DAY	¥				\top	\dagger		- 1
day	76						c.s			· · · · ·	\top	_	
Ohursday	25			22							- →	4	
(B) iday	11	13								1	\dashv		
9 05	112	13	0	22	0	•	5	•	٥	-	_		1 1
File						: : :							
Projects Worked One State Decid Con Illian	bad Ome Sta	to Donal Lan	1										

Projects Worked On: State Board Loss History - 1; Peoria Loss Histories - 6; New Business Training with Sakie

Overtime:

Part-time Ltrs Document Requests Letters/memos to be typed New Biz Mailings Request for COI Oarryover Assignments:

Loss Histories

XXX

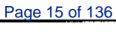
•	Other Acti
	ivities:



WEEKLY ACTIVITY LOG - WEEK OF: Monday, April 3, 2006 UNDERWRITING SECRETARY

Overtime: 0

MON 3 6
TUES 4 1 1 23
WED 5 0
THUR 6 7 1
FRI 7 2
TOTAL 16 1 23 1
Other Work: Carryover: 0



Solonala

WEEKLY ACTIVITY LOG - WEEK OF: Monday, December 26, 2005 UNDERWRITING SECRETARY

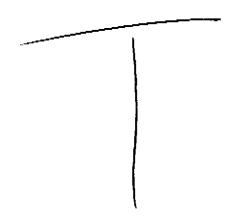
Sakie A. Scott

Overtime: 0

	<u>. 1</u>	<u> </u>		Г		<u> </u>
	FR	THUR	WED	TUES	MOM	December 2005
	30	29	28	27	26	
10	4	2	4	OFF	HOLIDAY	Applications
3		w		;		Reinitialization
23			23			Total Loss Hx Processed
						Typing
						Incoming Mail
33		33				UPUs Returned for Signature

Other Work:	Carryover:
Print Cancellation Report*-	
Training with Sarah 1 hour daily	

	A A BBI IC ATTIONS	A A BBI 16	Carrie Wall)						•	Oth William
0	0	0	0	7	0	1	18	2	32		TOTAL
				p.u.e			4		4	13	FRIDAY
				w		-	w	2	15	12	THURSDAY
				w			11		13	11	WEDNESDAY
									OFF	10	TUESDAY
									OFF	9	MONDAY
MIS ENTRES		PART TONE APPS. (BACKUP)	573	SUBMISSION (JAACKUP) SEREWAL	RETURN LOSS HX	TYPING	LOSS	PREFFED AND SCANNED	NEW BUS.	DAY	
			0	Overtime: 0			}				SAKIE SCOTT



Scott Sakie

From:

Scott Sakie

Sent: Friday, December 02, 2005 1:47 PM
To: Maddock Sarah

To: Maddock Sarah
Cc: Hutchinson Laura
Subject: New Biz Training

Hi Sarah, would you like to train next week from 3:00 to 3:30 everyday until you are comfortable?

Sakie Aneshia Scott

Scott Sakie

From:

Scott Sakie

Sent:

Wednesday, November 30, 2005 9:46 AM

To: Subject: Maddock Sarah RE: New Biz Training

Ok.

Sakie Aneshia Scott

Underwriting Division
Illinois State Medical Services, Inc.
Twenty North Michigan Avenue
Suite 700
Chicago, II. 60602
(312) 853-1617
(312) 782-2023 FAX

From: Maddock Sarah

Sent: Wednesday, November 30, 2005 9:46 AM

To: Scott Sakie

Subject: RE: New Biz Training

Sute, I'll come over then.

From: Scott Sakie

Sent: Wednesday, November 30, 2005 9:44 AM

To: Maddock Sarah **Subject:** New Biz Training

Hi Sarah, would you like to train at 10:00 today?

Sakie Aneshia Scott

Scott Sakie

From:

Scott Sakie

Sent:

Tuesday, November 22, 2005 8:57 AM

To:

Hutchinson Laura

Subject:

FW: Loss History Requests and New Business Screening

I will begin training Sarah on Tuesday regarding the above subject matter.

Sakie Aneshia Scott

Underwriting Division Illinois State Medical Services, Inc. Twenty North Michigan Avenue Suite 700 Chicago, IL 60602 (312) 853-1617 (312) 782-2023 FAX

From: Maddock Sarah

Sent: Monday, November 21, 2005 4:28 PM

To: Scott Sakie

Subject: RE: Loss History Requests

Sakie-

That time on Tuesday is fine with me.

Thanksl

-Sarah

From: Scott Sakie

Sent: Monday, November 21, 2005 4:18 PM

To: Maddock Sarah Cc: Hutchinson Laura

Subject: Loss History Requests

Sarah, we can train on inactive loss history requests on Tuesday, November 29th from 2:15 to 2:45 and 2:45 to 3:45, on new business screening. Let me know if you are available. Thanks.

Sakie Aneshia Scott

Scott Sakie

From:

Scott Sakie

Sent:

Monday, November 21, 2005 4:18 PM

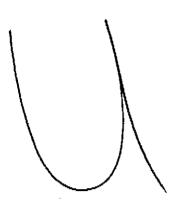
To: Cc: Maddock Sarah Hutchinson Laura

Subject:

Loss History Requests

Sarah, we can train on inactive loss history requests on Tuesday, November 29th from 2:15 to 2:45 and 2:45 to 3:45, on new business screening. Let me know if you are available. Thanks.

Sakie Aneshia Scott



II. New Business Screener

Case 1:08-cv-01457

- 1. Scanning Step from File Room: Sent to Screener.
- 2. PUMA and Image Right should be open.
- 3. Click on Workflow in Image Right Desktop.
- Click on Workflow Indexing-keep screen open.
- 5. Click on Flow Description: New Business.
- 6. Step Description: Double click on.
- 7. View Application on Image View.
- 8. If policy active, go directly to Workflow Indexing and send to UW-Mail or manually route to underwriter.
- Create PUMA record for new policies. This is the most important step to create the complete New Business process in PUMA before entering information into Workflow Indexing.
- 10. Prospective Applicant: Click on Desktop. Click on File Open. Click on PROS-Prosp Applic drawer. Enter applicant name or % to show all entries. Select Entry. Click open. Right click on document and cut. Right click on application and paste into application.

Any folder in the Prospective Applicant Drawer with documents that are over 90 days old and with no documents will be deleted. This job runs every week day morning at 6 AM.

- 11. Send e-mail to Membership through Outlook.
- 12. Go back to Workflow Indexing.
- 13. Drawer: Defaults to UWTG-Underwriting.
- 14. Current File Number: displays a temporary Image Right number until you select Release document.
- 15. Policy Number: Enter number from PUMA record. Double tab to Insured Name.
- 16. Insured Name: Will populate to insured's name.
- 17. To Userid: Enter the underwriter selected which will automatically send the application to the appropriate Tech.

- 18. Folder Type: Defaults to New Business/Submission.
- 19. Document Type: Defaults to APLC-Application.
- 20. Click on Release to send document to Tech.
- 21. Message Bar-Task was released successfully. Click Okay.
- 22. Next application will be on Image View.

LIST OF EXCEPTIONS FOR NEW BUSINESS SCREENER

- If you want to put a sticky on the application, click on sticky note on Image View toolbar, add your comments, click okay.
- When viewing application in Workflow indexing you can skip an application (this
 way you can analyze urgency by seeing effective dates) by clicking on Task and
 scroll down to "Get Next".
- During the Prospective Applicant process after pasting the document into the application you can delete the entry.

New Business Documentation:

NEW BUSINESS SCREENING INDIVIDUAL and AHP (Separate Limits)

A. RESEARCH:

- 1. If applicant is an existing ISMIE customer with a policy number IN FORCE or RE-APPLICATION is indicated, check to see if applicant is applying for services to be provided at a FREE CLINIC. If so, a new policy number will need to be issued. NEVER USE a prior policy number.
 - "Manually Route" the application back to the Underwriter, with a "Sticky Note" reading "2nd Policy Number Approval Needed" and type in 2nd Policy Number Needed in the description of Image right.
 - ➤ If the application is returned as a task for "Re-Application"
 - Open the file in Image Right,
 - Update the policy number
 - Place a note in Notepad in PUMA including assigned underwriter's name.
 - Manually route the application back to Underwriter, or
 - Set up a new policy number.

5

- 2. If the physician was issued an IPT (Partners in Risk) policy, a new policy number must be assigned.
- 3. If the physician was non-renewed, manually route the application to Ron Koves and make an entry in Notepad.
- 4. Verify that the employer, (if applicable) has an active policy in PUMA. Make an entry in Notepad.
- If the physician was previously insured with ISMIE under "Occurrence" coverage, a new number must be assigned as "Claims Made".

IMAGERIGHT ENTRY: В.

Case 1:08-cv-01457

1. Click File Open and change drawer from Underwriting to Prospective Applicant .

Type in Applicant Name and Click ok.

If there is any supporting documentation in the Prospective Applicant drawer, cut and paste the document into the New Business temp folder.

2. Scroll to the Signature page of the application.

Click on Edit

Click Page Description and type Signature Page

Click on Okay.

C. **PUMA ENTRY:**

- Go to PUMA screen.
- 2. At Search Window, enter applicant's name and social security number to see if previously insured.
- 3. If the screen indicates that there is no physician listed with this name. Clear Search Window (This is very important).
- 4. Type in Last Name and First Name of applicant and click enter.
- 5. Click on New Business button. (The select category button will be displayed.)
- 6. Click on the Physician Professional Liability Insurance button (Click on the "Next" button).
- 7. Click on Policy Category field for your desired category (i.e. allied health professional, individual or clinic/corporation). Click the "next" button".
- 8. Click on a state and click the "next" button.
- 9. Click on the selection of a company button which will always be "ISMIE Mutual" c:\documents and settings\scott\local settings\temporary internet files\olk14\underwriting workflow (2).doc

and click the "next" button.

- 10. "Claims Made" click finish.
- 11. Click on Insured Search button (to check to see if insured is already listed).
- 12. Choose the individual category.
- 13. Type insured name in the Insured Search Window under Search Criteria.
- 14. Press Search button.
- 15. If name appears with corresponding social security number, click on the name, then click the **Select** button.
- 16. If name does not appear, **press** the **Add button** to get the Add New Insured screen.
- 17. Add first name, last name, middle name (optional).
- 18. Press OK.
- 19. The name will automatically be added in the Individual Information window.
- 20. Tab and type in *Social Security Number*, if provided. If there is no social security number indicated, then click on enter and the computer will generate a Social Security number from the system. When the computer asks you whether to assign a new social security number, answer no and continue to enter information.
- 21. Tab to "Title and Degree" click on the type of degree the physician has indicated on Page 3, Line 14. This is very important.
- 22. Tab to "Birth date" and enter the date given.
- 23. Add Microsoft Outlook customer number in appropriate box after entry into Outlook.
- 24. Tab to "Gender" and click on the appropriate selection.
- 25. Tab to "license number" and enter the license number.
- 26. Tab to the "board" button and enter board certification, if any, from the application.
- 27. Tab to the "residency" button and make a selection based on the information provided from the application.
- 28. Tab to the "previously insured" button

7

If the insurance company is not listed but they have insurance, enter "Other Insurance". If the physician is coming from another to state to practice in Illinois, make the selection of "out-of-state", if the physician is just coming out of residency, click on the selection "First time in practice". If the physician is not coming out of

29. Assign Underwriter field is required.

For Applicants without a practice relationship:

residency but is still practicing, click on "Moonlighting".

Underwriters are assigned on a rotating basis. The checklist is located under SCOTT 1/Rotating List for Underwriters.doc.

For Applicants with a practice relationship:

The existing Underwriter that is assigned to the practice relationship will be the same Underwriter assigned to the new applicant.

NOTE: Indiana applicants are assigned to Jon Olson, Iowa and Missouri applicants are assigned to Larry Szatkowski.

- 30. Click on Save button.
- 31, "Signature Page Signed" Yes or No.
- 32. Keep Individual Information window open.
- 33. Press Policy Address button.
- 34. Enter All information.
- 35. Press Save.
- 36. Enter applicable Notepad entries for date application received, practice relationship, assigned underwriter's name and broker information.

D. Entering a PRODUCER ENDORSEMENT:

- 1. Enter policy number on search screen.
- 2. Click on *Policy* button
- 3. Click on Endorsement
- 4. Select Producer Change
- 5. Select Brokerage firm
- 6. Select broker from list of names
- 7. Select New Business for commission
- 8. Select Close and Refresh the page on the abstract
- 9. Destroy paper endorsement.

E. Entering New Business Ratesheet in PUMA

- 1. Click on Letters
- 2. Type in policy number
- 3. Select New Business Ratesheet for Ind/AHP.
- 4. Fill in all sections of the left column and type last name, date and time at bottom of page.
- 5. Click on the "SAVE" button. To verify, click on the edit button to verify the ratesheet was saved in PUMA.

F. MIS INFORMATION: (for Membership Division) (INDIVIDUAL POLICY ONLY!!!)

- 1. Open Inbox in Microsoft Outlook.
- 2. Click on General Forms
- 3. Click on Choose Forms and Open Puma New Business.
- 4. Under "Find Existing Applicant" hit "OK" button.
- 5. Type in Last Name of Applicant
- 6. If it is a previous customer, type "Revised" in front of subject line of e-mail and most of the information will appear. Simply fill in the blanks and hit Send.
- 7. Be sure to enter the customer ID number on the *Individual Rate Sheet in PUMA*.

G. RELEASE THE TASK:

- 1. Enter policy number in Imageright indexing screen.
- 2. Click on the *release button* so that the application it will go directly to the Technician for processing.

H. "PREVIOUSLY INSURED APPLICANT" PROCEDURES

- 1. Fill out a File Charge and request file from File Room. If the file is returned to you and it is a four-sided folder, it will need to be converted and prepped into a new gold six-sided folder. All documents "PRIOR TO 07/01/95" should be placed under a "DO NOT PREP 07/01/95" sheet. The File should then be forwarded to the File Room for scanning immediately. If the file has no documents to be scanned, then return to file room to be re-filed. Make a note in Notepad indicating that there were no documents to be prepped.
- 2. If the file is not in the File Room, an entry should be entered into Notepad stating that the original file is missing.

Page

Case 1:08-cv-01457

Determining Whether to use Previous Policy Number Ĭ.

1. CANCELLED:

There are four types of policies to be reviewed before determining if an old policy number is to be re-used:

1.) Cancelled without Tail:

Requested effective date must be at least one day after the cancellation date.

2.) Cancelled with Total Tail:

Requested effective date must be at least one day after the cancellation date. If there is an outstanding balance for tail, set up a new policy number. Also, consult with the underwriter to find out if doctor is actually leaving first policy.

- 3.) Cancelled with Installment Tail: Same steps as above.
- 4.) Cancelled with Implied Tail: **NEVER** use the cancelled policy number - Assign a new number, unless the doctor is joining the same group.
- 5.) Cancelled with Multiple Policies or Retirement Tail: Refer to the Position Paper on Multiple Policies and Retirement Tail document located in the Underwriting Manual, Vol. 3, on the Intranet.
- 2. DECLINED: Review the Billing Summary for any reference to tail and whether its been paid or not. Assign a new number if there is a balance duc.
- 3. NON-RENEWAL: Discuss with AVP, Support or Underwriting Director.

NEW BUSINESS SCREENING CORP/CLINIC

RESEARCH: Α.

1. If there is already a corp/clinic with same name as it appears on the application then,

Page

- "Manually Route" the application back to the assigned Underwriter of the President or Business Manager, with a "Sticky Note" reading "2nd Policy Number Approval Needed" and type in 2nd Policy Number Needed in the description of Image right. When the application is returned for processing, complete one of the two items listed below:
 - ➤ If the application is returned as a task for "Re-Application"
 - Open the file in Image Right,
 - Update the policy number
 - Place a note in Notepad in PUMA including assigned underwriter's name.
 - Manually route the application back to Underwriter, or
 - > Set up a new policy number.

B. **IMAGERIGHT ENTRY:**

Case 1:08-cv-01457

1. Click File Open and change drawer from Underwriting to Prospective Applicant.

Type in Applicant Name and Click ok.

If there is any supporting documentation in the Prospective Applicant drawer, cut and paste the document into the New Business temp folder.

2. Scroll to the Signature page of the application.

Click on Edit

Click Page Description and type Signature Page

Click on Okay.

C. **PUMA ENTRY:**

- 3. Go to PUMA screen.
- 4. At Search Window, enter corporation/clinic name to see if previously insured.
- 3. If the screen indicates that there is no other listing in PUMA with this name. Clear Search Window (This is very important).
- 4. Type in name of corp/clinic and click enter.
- 5. Click on New Business button. (The select category button will be displayed.)
- 6. Click on the Physician Professional Liability Insurance button (Click on the "Next" button).
- 7. Click on Policy Category field for your desired category (i.e. allied health professional, individual or clinic/corporation). Click the "next" button".
- 8. Click on a state and click the "next" button.
- 9. Click on the selection of a company button which will always be "ISMIE Mutual" c:\documents and settings\scott\local settings\temporary internet files\olk14\underwriting workflow (2).doc

11

and click the "next" button.

- 10. Choose "Claims Made" and click "Finish".
- 11. Click on *Insured Search button* (to check to see if insured is already listed).
- 12. Choose the *Clinic or Corp category*.
- 13. Type insured name in the Insured Search Window under Search Criteria.
- 14. Press Search button.
- 15. If name appears, click on the name, then click the **Select** button.
- 16. If corp/clinic name does not appear, press the "Add button" to get the Add New Insured screen.
- 17. Tab and type in Federal Tax ID Number, if provided. If there is no FEIN number indicated, then click on enter and the computer will generate a FEIN number from the system. When the computer asks you whether to assign a new FEIN number, answer no and continue to enter information.
- 18. Tab to "Legal Entity Type" and enter the type as stated on the application.
- 19. Tab to "Business Type" and click on the appropriate selection.
- 20. Tab to "Business Manager" and enter the name.
- 21. Tab to the "President/Partner" and enter the name.
- 22. Tab to the "Underwriter Assigned" button and assign the Underwriter linked to the President or Business Manager of the Corporation.

NOTE: Indiana applicants are assigned to Jon Olson. Iowa and Missouri applicants are assigned to Larry Szatkowski.

- 23. Click on "Save" button.
- 24. Enter applicable Notepad entries for date application received, practice relationship with Business Manager or President/Partner, assigned underwriter's name and broker information.
- 25. Click on the Save button.
- 26. Keep Individual Information window open.
- 27. Press "Policy Address" button.

Page

28. Enter All information.

Case 1:08-cv-01457

29. Press Save.

D. Entering a PRODUCER ENDORSEMENT:

- 1. Enter policy number on clear screen
- 2. Click on *Policy* button
- 3. Click on Endorsement
- 4. Select Producer Change
- 5. Select Brokerage firm
- 6. Select broker from list of names
- 7. Select New Business for commission
- 8. Select Close and Refresh the page on the abstract.
- 9. Destroy paper endorsement.

E. Entering New Business Ratesheet in PUMA

- 3. Click on Letters
- 4. Type in policy number
- 5. Select New Business Ratesheet for Clinic/ Corp.
- 6. Fill in all sections of the left column and type last name, date and time at bottom of page.
- 7. Click on the "SAVE" button. To verify, click on the edit button to verify the ratesheet was saved in PUMA.

F. RELEASE THE TASK:

- 1. Annotate the policy number in the top right corner of the application on Page
- 2. Click on the release button so that the application it will go directly to the Technician for processing.

G. "PREVIOUSLY INSURED APPLICANT" PROCEDURES

- 3. Fill out a File Charge and request file from File Room. If the file is returned to you and it is a four-sided folder, it will need to be converted and prepped into a new gold six-sided folder. All documents "PRIOR TO 07/01/95" should be placed under a "DO NOT PREP 07/01/95" sheet. The File should then be forwarded to the File Room for scanning immediately. If the file has no documents to be scanned, then return to file room to be re-filed. Make a note in notepad indicating that there were no documents to be prepped.
- 4. If the file is not in the File Room, an entry should be entered into Notepad stating that the original file is missing.

13

Determining Whether to use Previous Policy Number H.

1. CANCELLED:

Case 1:08-cv-01457

There are four types of policies to be reviewed before determining if an old policy number is to be re-used:

1.) Cancelled without Tail:

Requested effective date must be at least one day after the cancellation date.

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- 5.) Cancelled with Multiple Policies or Retirement Tail: Refer to the Position Paper on Multiple Policies and Retirement Tail document in the Underwriting Manual Vol. 3 on the Intranct.
- 2. DECLINED: Review the Billing Summary for any reference to tail and whether its been paid or not. Assign a new number if there is a balance due.
- 3. NON-RENEWAL: Discuss with AVP, Support or Underwriting Director.

VI. Loss History Reener

- 1. Scanning Step from File Room: Scnt to Screener.
- 2. PUMA and Image Right should be open.
- 3. Screener checks policy number and status of policy in PUMA.
- 4. Screener chooses type of loss history from drop down list which will automatically go to the "To Do List" of the appropriate processor:

Type

Active
Allied Health Professional
Broker
Cancelled
State Board
Peoria Medical Society
Physician

- 5. Processor will edit page description of the task as the name of the requestor.
- 6. Process loss history and release task to file.

LIST OF EXCEPTIONS FOR LOSS HISTORY SCREENER

None

Loss History Procedure:

Processing Active policies:

- 1. The request and business reply envelope, if provided, will be scanned into Image Right. The purpose of having a copy of the business reply envelope scanned should make finding the original envelope in the accordion file easier. There is also a supply of labels created and distributed.
- 2. The loss history and certificates will be generated as normal.
- 3. The loss history created in Infinity should be imported into Image Right:
 - Folder Type: Loss History
 - Document Type: Loss History Letter

- Policy mber: Enter from request.
- Hit tab key for Insured Name to populate and verify name is the same as the request
- Description: Name of Requestor
- 4. Two copies of the request and two copies of the Loss History Letter should be printed.
- 5. A label marked "COPY Original Sent to 3rd Party" will be affixed to the doctor's copy of the Loss History Letter.
- 6. The third party should receive the original request, certificate and Loss History Letter.

Processing Cancelled policies:

 Send loss history letter and request to the 3rd party. No copy will be sent to the cancelled policyholder.

Step by Step Processing Loss Histories and Saving into Image Right

- 1. Open the task in the "To Do List." Highlight the "Loss History" folder in the associated file.
- 2. Make sure that "Printer Selection" icon in Infinity is set to "ImageRight Printer." Choose either "All Years" or "10 Years" date range, enter policy number and click "Preview Report" to create Loss History in Crystal Reports. Always choose the "10 Years" date range unless there is a specific request for "All Years" of coverage.
- 3. When the Loss History appears in Crystal Reports, click on the printer icon and then click "OK."
- 4. An "Import Document Viewer" window will appear. Click "Import." Then, an "Import Images" window will appear. Make sure that the "Folder Type:" displays as "Loss History," the "Document Type:" is "Loss History Letter," and the policy number is correct. Click "OK."
- 5. Using the "Ctrl" key and the mouse, highlight the pages of the newly created Loss History Letter and the associated request in ImageRight. Hit "Ctrl+D" and re-title the pages with the name of the requestor. Hit "Ctrl+P" and print both the letter and the request (print twice for active policies).

Active Policies

6. For Active Policies where no certs are required, mail one copy of the letter/request to the requestor (in a 3rd party Business Reply envelope if provided) and one copy of the letter/request to the insured with a "COPY – Original Sent to 3rd Party" sticker on the letter. All loss history letters should be mailed in envelopes marked "Confidential."

c:\documents and settings\scott\local settings\temporary internet files\olk14\underwriting workflow (2).doc

7. For Active Poinces where certs are required, print the appropriate certs in PUMA and collate with the associated letter/request. The certificate holder cert is mailed with the letter/request to the requestor (in a 3rd party Business Reply envelope if provided), and the second copy of the letter/request (along with the named insured certificate, if generated) is mailed to the insured with a "COPY – Original Sent to 3rd Party" sticker on the letter. Place any broker copy certs in the broker bins.

Inactive Policies

8. For Inactive policies, mail the loss history letter to the 3rd party requestor only (in a 3rd party Business Reply envelope if provided) with no certs.

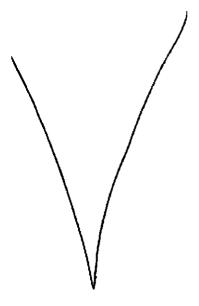
Broker Requests

 For Broker Requests, fax or mail all loss history letters directly to the broker as requested. The broker must be the currently contracted producer (visible in PUMA) for each policy.

MD Requests

10. For MD requests, fax or mail the loss history letter directly to the insured as requested. Requests must be signed by the doctor.

Note: Loss history letters are only to be faxed from your PC, not a fax machine. This procedure is to comply with HIPAA regulations. Also, do not fax loss histories based on a phone call. We need to have a written request.



Connie Deborah

From: Gentile-Karas Donna

Sent: Friday, August 10, 2007 10:35 AM

To: Connie Deborah

Subject: RE: Underwriting Technician Position

Hello, I understand that they have selected a candidate already.

Donna

From: Connie Deborah

Sent: Thursday, August 02, 2007 12:39 PM

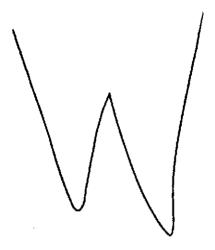
To: Gentile-Karas Donna

Subject: Underwriting Technician Position

Hello Donna,

I was wondering if resumes are still being considered for the position. I hand delivered my resume more than two weeks ago, and I haven't heard anything.

Any news?



Scott Sakie

From: Hutchinson Laura

Sent: Monday, July 23, 2007 12:25 PM

To: Scott Sakie

Cc: Connie Deborah

Subject: Loss Histories

Sakie, please help Deborah today with processing her loss histories. See if you can get 50 done. Thx.

Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company 312-580.6458 (Direct) 312-782.2023 (Fax)

Sund S

ACTIVITY LOG @ 06/25/07

	Other Work:		TATOT	FRIDAY	THURSDAY	WEDNESDAY	TUESDAY	MONDAY		SAKIE SCOTT
				22	AY 21	AY 20	Y 19	18	DAY	COTT
	•		49	œ	œ <u>.</u>	12	-1	<u>↓</u>	SAAV Sna man	
-			2		2		-		FILES PREPPED AND SCANNED	
- /			124		124				LOSS HISTORIES	
			1		-				TYPING	
									RETURN LOSS HX	
	Carryon	,	9	2	<u>.</u>	_	-	4	SUBMISSION	Overtime: 0
;	Carryover Work: 3							; ; ;	RENEWAL APPS P (BACKUP) A	0
1 a hadinalar	3 applications						·		S PARTITME MAIL APPS. (BACKUP) (BACKUP)	
	STEC				 				MAIL) (BACKUP)	
			0						MIS ENTRES	

Counting Counting	· <u>:</u>	tions	2 applications	er Work:	Carryover Work:					j	0	Other Work:
DAY	1						-					
DAY								:				
DAY	L	0	-	0	12	0		127	4	54		TOTAL
DAY PHAS PRES SCAPRED LOSS HISTORIES TYPING RATURN LOSS EX PRITTIME RETURN REPURNAL APPS (BACKUP) RETURN REPURNAL APPS (BACKUP) MAIL REPURNAL APPS (7			82		7	29	FRUDAY
DAY PRESPRED AND DAYS LOSS EXPURN RETURN REPREVAL APPS PART TIME MAIL LOSS LOSS HX SUBMISSION GACCUP) GACCUP) GACCUP CACCUP CACCUP							 	4	2 -	10	28	THURSDAY
NEW BUS. PREST LOSS LOSS INFINE LOSS INFINES CANNED INSTORIES TYPING LOSS EX SUBMISSION (BACKUP) AFFS (BACKUP) (BACKUP) 25 7 20 20 2 2 17 2 2 2 17 2 2 2 17 2 2 2 2 17 2 2 2 2					proced		:	4		17	27	WEDNESDAY
NEW BUS. PREFFED AND LOSS TYPING LOSS EXCHNED HISTORIES TYPING LOSS BX SUBMISSION (BACKUP) APPS (BACKUP) (BACKUP) 25 7 20 20 20 20 20 20 20 20 20 20 20 20 20					2			17	12	- 13	26	TUESDAY
APPS SCANNED HISTORIES TYPING LOSS BX SUBMISSION (BACKUP) (BACKUP) (BACKUP)					2			20		7	25	MONDAY
		MAIL (BACKUP)		RENEWAL APPS (BACKUP)	NOISSIMBUS	ARTURN LOSS EX	DATAKI	SETROLSH	PREFFED AND SCANNED	NEW BUS. APPS.	DAY	
	+			3	Overtime: (TT	SAKIE SCOTT

UNDERWRITING SECRETARY WEEKLY ACTIVITY LOG – WEEK OF: Monday, January 22, 2007

Sakie A. Scott

-					1 "	
TOTAL	FRI	THUR	WED	TUES 23	MON 22	Jan, 20
	26	25	24	23	22	06
16	0	, _	4	8	w	Applications
0						Jan, 2006 Applications Reinitialization Total Loss J Proce
113	113					Total Loss Hx Processed
H						Typing
0						Typing Incoming New I Mail Docus (Backup) Maile
4	4					New Business Documents Mailed
0						Return Loss History Ltrs.
0						Renewal Applications (Backup)

Other Work:	Carryover: 0 application
Training with Gina on New Biz-	

UNDERWRITING SECRETARY WEEKLY ACTIVITY LOG – WEEK OF: Monday, July 24, 2006

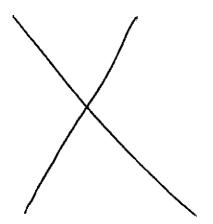
Sakie A. Scott				CACTITIO.	ITHE OF THE	616
July 31, 2006	Applications	Reinitialization	Total Loss Hx Processed	Typing		Conversion of 4 to 6 sided folders for prepping
MON 31	1				8	
					6	
C						
WED 2	5		,			
THUR 3						
FRI 4		2				
				•		
	20	. 2	567	-	14	0

Carol's backup - Monday and Tuesday

Other Work:

Carryover: 75 Membership Entries

Print Reports*-



Sakie A. Scott

UNDERWRITING SECRETARY WEEKLY ACTIVITY LOG – WEEK OF: Monday, January 16, 2006

Overtime: 0

	· · · · · · · · · · · · · · · · · · ·	ı		_		Т			·		
Training	1/18 – M Check Fo 1/19-Typ	Print Reports*	Other Work:			FRI	THUR	WED	TUES	MON	January 2006
with Sa	ailed Coorns; Tyed PUN	orts*-	K			20	19	18	17	16	2006
Training with Sarah 1 hour daily	1/18 – Mailed Commission Checks; Revis Check Forms; Typed Commission Report 1/19-Typed PUMA Minutes	ļ			15	4	4	1	6	OFF	Applications
1	1/18 – Mailed Commission Checks; Revise Check Requests and Check Forms; Typed Commission Report 1/19-Typed PUMA Minutes				1	<u> </u>	107.12.12.1				Reinitialization
	quests and		0		53	30	23				Total Loss Hx Processed
		i.	Carryover: 0		ڻ.	2	ယ				Typing
											Incoming Mail
					19				19	•	UPUs Returned for Signature

Collating	Loss Hx	Other Work:	TOTAL	FRIDAY	THURSDAY	WEDNESDAY	TUESDAY	MONDAY		SAKIE SCOTT
				27	26	25	24	23	DAY	TT
Certs			31	, tış	11	ω.	00	6	NEW BUS. APPS.	
			0						REDIT.	
Letters			0						Hosporius	
			19		2	Ç	12		THE STATE OF THE S	;
		Carryover Work:	0						NEW BUS. DOCUMENT MAILED	OVERTIME
		Work:	<u> </u>	_		:			RETURN LOSS HX	0
		MIS Entries 13	11		(4)	2	4	. 2	SNOISSDAEUS	
		es 13	0						RENEWAL APPS (BACH	
			0						PART TIME RENEWAL APPS. APPS (BACKUP) (BACKUP)	:
			60	8					INCOMING MAIL (BACKUP)	
			0						MIS ENTRES	

WEEKLY ACTIVITY LOG - WEEK OF: Monday, April 10, 2006 UNDERWRITING SECRETARY

Sakie A. Scott

Overtime: 0

April 2006	96	Applications	Reinitialization	Total Loss Hx	Typing	Incoming	Conversion of 4 to 6
				LIOCESSEU		17 L 4 L	prepping
MON	10	80					•
TUES	11	<u>,</u>					4
WED	12	œ)
THUR	13	6		53			2
FRI	× 14	10					12
	Day Off	3		43	-		29
TOTAL							
Other Work:	ırk:			Сап	Carryover: 0		
Print Reports*-	orts*-	•				\{ 	

UNDERWRITING SECRETARY WEEKLY ACTIVITY LOG - WEEK OF: Monday, April 17, 2006

Sakie A. Scott

Overtime: 1.25

April 2006	96	Applications	Reinitialization	Total Loss Hx Processed	Typing	Incoming Mail	Conversion of 4 to 6 sided folders for
							prepping
MON	17	Off					
TUES	18	Off		22			
WED	19	10					
THUR	20	10		68	p.m.i		10
FRI	21	10					
TOTAL	.	30		90	1		10
Other Work:	ork:			Can	Carryover: 0		
Print Reports*-	orts*-						

WEEKLY ACTIVITY LOG -- WEEK OF: Monday, April 17, 2006 UNDERWRITING SECRETARY

Overtime: 4 Prepping

Sakie A. Scott

		Dainitialization	Tatal Loss Hy	Tvning	Incoming	Conversion of 4 to 6
April 2006	Appucadons	NCHITTAIIZAGOH	Processed) Post of	Mail	sided folders for prepping
MON 24	3					6
TUES 25	2	w	\$			12
WED 26	2				<u></u>	22
THUR 27	2			-		
FRI 2	28 6				12	
TOTAL	15	33	46	1	12	40
IOIAL						

Print Reports*-	Carol's Backup: Mail, Correspondence	Other Work:	
		Carryover: 0	

Print Reports*-

May 2006

Applications

Reinitialization

Total Loss Hx Processed 5

UNDERWRITING SECRETARY WEEKLY ACTIVITY LOG - WEEK OF: Monday, May 1, 2006

Sakie A. Scott

Overtime: 4 Prepping

Typing

Incoming Mail

sided folders for

Conversion of 4 to 6

prepping

Carol's Backup: Mail, Correspondence (Monday)	Other Work:	TOTAL	FRI 5	THUR 4	WED 3	TUES 2	MON 1	-
ondence (Monday)								
	Carryover: 0							
	į						-	
			40		22	12	6	

Sakie A. Scott

Overtime: 4.5Prepping

			20 0
			20 0 • 20
			20
			20
			20
18	1		13

			23
18	—		76
Can	yover: 0		
		18 1 18 1 18 1	

Sakie A. Scott

Overtime: 6hrs, Converting

May 2006	6	Аррисаноиз	CEIHIUANZAUON	Hx Processed	guidér	Ancoming Mail	Conversion of 4 to 6 sided folders for prepping	Combining Files
MON	22	9						
TUES	3	14						
WED	24	. ب		20			31	4
THUR	25	w		22				11
E	26	10					23	
SAT	27							
TOTAL		39		42	1		54	4
Other Work:	문				Carryover: 0	er: 0		
Print Reports*	*							

Print Reports*-

Carol's Backup (Wed, Thurs, and Fri)

Other Work:

Carryover: 0

Sakie A. Scott

UNDERWRITING SECRETARY WEEKLY ACTIVITY LOG – WEEK OF: Monday, May 29, 2006

Overtime:

6hrs. Converting

May & June 2006		Applications	Reinitialization	Total Loss Hx Processed	Typing	Incoming Mail	Conversion of 4 to 6 sided folders for prepping	Combining Files
	22							
(2)								•
WED :	31	œ				4	co	4
THUR	01	œ				so	Para A	
FRI	ន	9				10		
SAT		25	1			22		
TOTAL								4

UNDERWRITING SECRETARY WEEKLY ACTIVITY LOG – WEEK OF: Monday, June 12, 2006

Other Work:	Carryover: 0
Print Reports*-	

Monday-Matched BOR's



OVERTIME 1/2 hour

	DAY	NEW BUS. APPS.	REINIT.	LOSS HISTORIUS	TYPING	NEW BUS. DOCUMENT MAILED	RETURN LOSS HX	SUBMISSIONS
MONDAY	16	OFF						
TUESDAY	17					10	•	• .
WEDNESDAY	18			28		8		
THURSDAY	19				1	9		
FRIDAY	20						0	
тотат		0	0	28	1	27	0	0

TOTAL

Other Work:

Carryover Work:

0

Loss Hx

Collating

Certs

Letters

Wednesday PM-Assisted with Loss History mailing

SAKIE SCOTT	TT						Overtime: 0	0			
	DAY	NEW BUS.	PREPPED AND SCANNED	LOSS HISTORIES	TYPING	RETURN LOSS HX	RENEWAL SURMISSION (BACKUP)	APPS	KUP)	MAJIL (BACKUP)	MUS ENTREES
MONDAY	2	7									· ·
TUESDAY	သ	press) 				<u> </u>					:
WEDNESDAY	4	6		НОГШУЛ		:	<u></u>				
THURSDAY	υ ₁	OFF	2						1		:
FRIDAY	6	OFF									
TOTAL		24	2	0	0	•	1	0	0	0	
Other Work:	0						Carryov	Carryover Work:	0		

ACTIVIT @

@ 7/18/2007 TOTAL

WEEKLY ACTIVITY LOG - WEEK OF: Monday, July 17, 2006 UNDERWRITING SECRETARY

July 17-21, 2006 THUR MON FRI TUES WED Sakie A. Scott 21 20 19 7 18 **Applications** 36 12 Φ دب 1 Reinitialization Total Loss Processed 3 25 Typing Incoming Mail Overtime: Conversion of 4 to 6 sided folders for prepping 0

Print Reports*-Other Work: Carryover: 0

Commission Check Mailout - Friday, 07/21

Other Work:

Carryover: 75 Membership Entries

Print Reports*-

UNDERWRITING SECRETARY WEEKLY ACTIVITY LOG – WEEK OF: Monday, August 7, 2006

TOTAL	FRI	THUR	WED	TUES	NOM	July 31, 2006	Sakie A. Scott
	11	10	9	60 -	7	2003	Scott
						Applications	
						Reinitialization	
						Total Loss Hx Processed	
					/ NO	Typing	Ove
						Typing Incoming Mail	Overtime: .0 h
0					SRE	Conversion of 4 to 6 sided folders for prepping	

VACATION ALL WEEK

UNDERWRITING SECRETARY WEEKLY ACTIVITY LOG -- WEEK OF: Monday, August 14, 2006

TOTAL TUES FRI THUR WED MON July 31, 2006 Sakie A. Scott 7 7 18 16 5 Applications | Reinitialization OFF ... 0 6 0 Total Loss Processed \$ \$ Typing Incoming Mail Overtime: . hours Conversion of 4 to 6 sided folders for prepping 0

	Other Work:	Carryover: 0
Print Reports*-	MIS Entries	
	Print Reports*-	

WEEKLY ACTIVITY LOG - WEEK OF: Monday, August 21, 2006

Sakie A. Scott	1100				Overtine:	time: . hours	ITS
Aug, 2006		Applications	Reinitialization	Total Loss Hx	Typing	oming	Prepping
				Processed			
MON	21	3 19.0 39					
TUES	22	0					
WED	22	7					
	:						
THUR	2	5		23			
FRI	25	6	LeCour (1)		—		
	•		1	23	_		
TOTAL				į	•		
Other Work:	N.				Carryover: (er 0	
MIS Entries	čš						
	•						

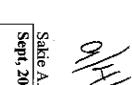
UNDERWRITING SECRETARY

WEEKLY ACTIVITY LOG - WEEK OF: Monday, August 28, 2006

Aug - Sept, 2006 MIS Entries Other Work: Print Reports*- Ξ THUR TUES TOTAL WED MON Sakie A. Scott 31 30 29 28 Applications 17 N w w Ç 0 Reinitialization **Total Loss** Processed 7 <u>_</u> Typing | Incoming | Prepping | Mail Carryover: 0 Overtime: 8 hours 51 for Week 51

Filed 05/05/2008

Case 1:08-cv-01457



WEEKLY ACTIVITY LOG - WEEK OF: Monday, September 4, 2006 UNDERWRITING SECRETARY

		Hx Processed	Typing Incoming Frepping Mail	Incon Mail
MON 4 OFF				
TUES 5 5				
WED 6 6	u			
THUR 7 9			-	
FRI 8 1		28	Ť	
TOTAL 21		ŀ		

Other Work:	Carryover: 0
MIS Entries	a security.
Print Reports*-	

UNDERWRITING SECRETARY

WEEKLY ACTIVITY LOG – WEEK OF: Monday, September 11, 2006

Table Table Total Loss Typing Hx Hx Hx Hx Hx Hx Hx H	Sent 2006	5	Annlingtions	Dainitialization	Tatal I am		T	. пош з
11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Sept, 2006	<i></i>	Applications	Reinitialization	Total Loss Hx	Typing	Incoming Mail	
S 12 7 S 12 7 S 12 13 6 S 14 3 6 S 15 2 15 S 16 15 S 16 15 S 17 17 17 17 17 17 17 17 17 17 17 17 17	1601							
S 12 7 13 6 R 14 3	MON	<u></u>	<u> </u>					
13 6 11 3 R 14 3 15 15 15 15 15 15 15 15 15 15 15 15 15	TUES	12	7					
R 14 3 15 15 15 15 15 15 15 15 15 15 15 15 15	WFD	72						_1
R 14 3 15 15 15 15 15 15 15 15 15 15 15 15 15			(
15 2 15 AL 19 15 Intries	THUR	14	ຜ			 		
16 AL 19 15 Work: Entries	FRI	15	2		15			
19 15	SAT	16						
	TOTAL		19		15	_		<u> </u>
	Other Wor	₹:				Carryov	er O	
	MIS Entri	es						ľ

Sakie A. Scott

UNDERWRITING SECRETARY

WEEKLY ACTIVITY LOG - WEEK OF: Monday, September 11, 2006

Sept, 2006	Applications	Reinitialization	Total Loss Hx Processed	Typing Incom Mail	ing	Prepping
MON 18			•			2
	<u></u>					1
TUES 19		2				9.
WED 20						8
THUR 21			42	—		4
FRI 22						10
SAT 23						
TOTAL		2	42	<u> </u>		(3)

Other Work: WEDNESDAY-Match Bor's	Y-Match Bor's	Carryover: 0
Print Renorts*-		

Other Work: Thursday and Friday Carol's Backup (Mail and Faxes) | Carryover: 0

Print Reports*-

WEEKLY /

UNDERWRITING SECRETARY WEEKLY ACTIVITY LOG -- WEEK OF: Monday, September 25, 2006

Common Tr School	1					O relative. O . House	OFF. 6
Sept, 2006	•	Applications	Reinitialization	Total Loss Hx Processed	Typing	Typing Incoming Mail	Prepping
MOM	25	0					
TUES	26	7	2				
WED	27	3					
THUR	26	12				23	
FRI	29	ιυ		23	нал	13	
TOTAL		25	2	23	1	36	

WEEKLY

UNDERWRITING SECRETARY WEEKLY ACTIVITY LOG – WEEK OF: Monday, Ocother 9, 2006

Oct, 2006	5	Applications	Reinitialization	Total Loss Hx Processed	Typing	Incoming Mail
NOM	9	0		4		
TUES	10	6		14	17007	
WED	11	4	3	6		
THUR	12	4		10	power	
FRI	13	7		13		
TOTAL						
		21	3	47	1	

Print Reports*-	Sarah's Training for Imageright	Other Work: Commission Carryover: 0	

Case 1:08-cv-01457

UNDERWRITING SECRETARY WEEKLY ACTIVITY LOG -- WEEK OF: Monday, October 23, 2006

Oct, 2006		Applications	Reinitialization	Total Loss	Typing	Incoming Mail
				Processed		
MON 23	ಬ	2				
TUES 2	24	10	2		-	
WED 2	25	9.		19		
THUR 2	26	ŏ			<u> </u>	41
FRI 2	27	ω				38
TOTAL						
		32	2	19	. 2	79

WEEKLY ACTIVITY LOG - WEEK OF: Monday, October 30, 2006 UNDERWRITING SECRETARY

Other Work: Carol's Backup Mon and Tues	Carryover: 0
Print Reports*-	

Nov, 2006		Applications	Reinitialization	Total Loss Hx Processed	Typing	Incoming Mail
		•				
NOM	8	5	1	7		
TUES	97	4		13		
WED	8	4		~		
THUR	09	4		11	<u></u>	
FRI	10			2		
TOTAL		17	1	41	—	
Other Work:	X				Carryover: 3	
Drint Donosta	**					

Case 1:08-cv-01457

UNDERWRITING SECRETARY WEEKLY ACTIVITY LOG – WEEK OF: Monday, November 13, 2006

, and a	č		Hx	q	O .
MON	13	0	6		
TUES	14	2	10	-	
WED	15	5			
THUR	16	4		_	
FRI	17	4			
TOTAL		15	16	1	0
Other Work:	ork:			Carryover: 1	

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UNDER WRITING SECRETARY WEEKLY ACTIVITY LOG – WEEK OF: Monday, December 4, 2006

5 6 7 7 8 Work:	Dec, 2006		Applications	Reinitialization		Total Loss Hx Processed
5 6 7 8 Work:	MON	4	د		• • •	12
6 7 8 Work:	TUES	S				4
R 7 8 1 8 1 1 1 1 1	WED	9	S		-	4
FAL 8	THUR	7	1			2
ork:	FRI	00	2			
Other Work:	TOTAL		9	<u>, </u>	-	z
	Other Wa	rk:				1
	CHICK STO					

UNDERWRITING SECRETARY WEEKLY ACTIVITY LOG – WEEK OF: Monday, December 11, 2006

Dec, 2006	Applications	Applications Reinitialization Total Loss I Proce	Total Loss Hx Processed	Typing	Typing Incoming Mail	Scanning Project
MON 11	2		∞.			35
TUES 12	0	1	2			107
WED 13	2		9			47
THUR 14	1		4	2		40
FRI 15	3					20
TOTAL	8	1	23	2	0	249
Other Work:	ic.			Сатуоч	Carryover: 1 appl.	
Drint Dancetos						

Dec. 2006 /	pplications	Reinitialization	Total	Typing	Incoming	Scanning Project
	;		Loss Hx Processed		Mail	•
MON 18	0		4			
TUES 19	6		10		35	45
WED 20	0		4			
THUR 21	3		9	Ы	17	
FRI 22	2		5		3	
TOTAL	11		32	1	55	45
Other Work:				Саптуоу	Carryover: 0 appl.	
Tuesday, Th	ursday and Frid	Tuesday, Thursday and Friday - Carol's Backup	ţ o			
Print Reports*-	*					

WEEKLY ACTIVITY LOG - WEEK OF: Monday, December 25, 2006 UNDERWRITING SECRETARY

Dec, 2006		Applications	Reinitialization	Total Loss Hx Processed	Typing	Incoming Mail	Scanning Project
MON	25	!		ā			
TUES	26	S.		14			
WED	27	p.ass.		ယ			
THUR	28	_					
FRI	29	1					
TOTAL		6	0	17	0	0	0
Other Work:	er K:				Сапуоч	Carryover: 0 appl.	
İ							

UNDER WRITING SECRETARY WEEKLY ACTIVITY LOG – WEEK OF: Monday, January 1, 2007 Sakie A. Scott UNDERWRITING SECRETARY

Jan, 2006 A	Jan, 2006 Applications	Reinitialization		Typing	Typing Incoming	Scanning	New Business
	•		Processed			. Tojece	Marie
MON 1							
11 III	د						
WED 3	3		•				
THUR 4	OFF						
FRI 5	OFF						
TOTAL	Ų,	0	0	0	0	0	

	Other Work:	
be mailed. + 8 loss history letters	Carryover: 2 new business documents to	

Other Work:

Carryover:

WEEKLY ACTIVITY LOG - WEEK OF: Monday, January 1, 2007 UNDERWRITING SECRETARY

0.1	FRI	且	WE	리	MOM	J ai
TOTAL		THUR 11	WED	TUES 9		1, 20 0
	12	1	10	و	∞	
9	OFF	0	4	OFF	S	Applications
						Jan, 2006 Applications Reinitialization Total Loss J Proce
y,					5	Total Loss Hx Processed
						Typing
20		5	15			Typing Incoming Scan Mail Proj
0						ning
2						Mailed

Other Work:

Training - Thursday/New Biz Mailing w/Carol

Carryover:

WEEKLY ACTIVITY LOG - WEEK OF: Monday, January 1, 2007 UNDERWRITING SECRETARY

MON 15 28 28 TUES 16 4	iali, 200	5	Process	A STATE OF THE STA	Loss Hx Processed) (1) (1)	Mail	Project
·	NOM	15			28			
	- 1	16						
		17						
	THUR	18						
		19						
INTOT	TAI			,				

WEEKLY ACTIVITY LOG - WEEK OF: Monday, January 29, 2007 UNDERWRITING SECRETARY

Jan, 2006	MON 29	TUES 3	WED 31	THUR	FRI	TOTAL
· · · · · · · · · · · · · · · · · · ·	<u></u>	30	=		12	
Applications		2	_	10	2	16
Remitalization		1				-
Total Loss Hx Processed	25					25
Typing					₩	;
Incoming Mail (Backup)						
New Business Documents Mailed					5	U I
Return Loss History Ltrs.	-					
Renewal Applications (Backup)						
Submissions				W		4

Training with Gina on New Biz-	Other Work:	
	Carryover: 1 submission	

UNDERWRITING SECRETARY WEEKLY ACTIVITY LOG – WEEK OF: Monday, February 5, 2007

	MON 5	TUES	WED	THUR	FRI	TOTAL
8	-5	6	7	R 8	9	AL.
Applications		2	4	w	w	13
Reinitialization						-
Total Loss Hx Processed	14	6	20	4	2	46
Typing						-
Typing Incoming Mail (Backup)				ļ		
g New Business Documents Mailed				5	Ų.	00
Return Loss History Ltrs.						0
Renewal Applications (Backup)						0
Submissions	o jegovajajajajajajajajajajajajajajajajajajaj	ω		-		Un
Submissions Part-time Applications (Backup)						0

ther Work:	
Carryover: 0 application	

akie A. Scott

WEEKLY ACTIVITY LOG - WEEK OF: Monday, February 12, 2007 UNDERWRITING SECRETARY

Feb 2007	,	Applications	Reinitialization	Total Loss Hx Processed	Typing	Incoming Mail (Backup)	New Business Documents Mailed	Return Loss History Ltrs.	Renewal Applications (Backup)	Submissions	Part-time Applications (Backup)
NOM	12			25							
TUES	13			12							
WED	4	7		25			7			w	
THUR	15	2		ų	₽.		2				
FRI	16	6					6				
TOTAL		15		65		0	15		0	w	

Other Work:	
Carryover: 0 application	



WEEKLY ACTIVITY LOG - WEEK OF: Monday, February 19, 2007 UNDERWRITING SECRETARY

Feb 2007		Applications	Reinitialization	Total Loss Hx Processed	Typing	Incoming Mail (Backup)	New Business Documents Mailed	Return Loss History Ltrs.	Renewal Applications (Backup)	Submissions	ons Part-time Applications (Backup)
MON 19	19	Off							·		
TUES 20	20	Off									
WED	21	3		14		10				4	
THUR 22	13	5		i			w		30	-1	
된	23	8					5				
TOTAL		16	0	14		10	∞		30	1	

Other Work: Backup on Feb 22 Car	
ryover: 0 application	

TOTAL	FRI	THUR	WED	TUES	MON	Feb 2007
	2	1	28	27	26	
20	Ŋ	دب	2	7	w	Applications
0						Reinitialization
27		٠,		12	10	Total Loss Hx Processed
-		-				Typing
0						Typing Incoming Mail (Backup)
9	w	9				New Busines Docum Mailed
0						Return Loss History Ltrs.
0						Return Renewal Loss Applications ents History (Backup) Ltrs.
2			,			Submissions Part-time Applicatic (Backup)
0						Part-time Applications (Backup)

Other Work:
Carryover: 0 application

	MARC
	0%
ı	

Other Work:	TOTAL	FRIDAY	THURSDAY	WEDNESDAY	TUESDAY	MONDAY		SAKIE SCOTT	
		9	∞	7	6	Un	DAY		70
	15	0	 _	ديئ	Us.	6	NEW BUS, APPS.		
	0						REDTITALIZE		
	13	0	0	2	5	6	LOSS		
	0	0	0	0	0	0	TYPING		WEE
Carryover Work:	11	0	<u>-</u>	w	2	ι,	NEW BUS DOCUMENT MAILED	OVERTIME:	WEEKLY ACTIVITY LOG WEEK OF: MARCH 5, 2007
- Work:	0					<u>-</u>	RETURN LOSS HX	F.	ACTIVITY LOG MARCH 5, 2007
0	00	0	ω	-	2	2	SNOISSIMEDS		
							PART TIM RENEWAL APPS. APPS (BACKUP) (BACKUP)		
	0		·· • · · · · · · · · · · · · · · · · ·		:		PART TIME APPS. (BACKUP)		
	•			:		-	INCOMING MAIL (BACKUP)		
			: :			·· ·	MIS ENTRES		

7/18/2007	(8)

						OVERTIME	0					
	DAY	NEW BUS. AFFS.	REMTITALIZE	LOSS HISTORIES	TYPING	NEW BUS. DOCUMENT MAILED	RETURN LOSS HX	SUBMISSIONS	RENEWAL APS. APPS (BACKUP) (BACKUP)	PART TIME ATPS. (BACKUP)	(NCO)HING MAIL (BACKUP)	MIS ENTHIES
MONDAY	12	2		30				-				
YACINOM	17	2		32				-				
TUESDAY	13	, G		<u>+</u>	l			—				
WEDNESDAY	14	-				•		`				1
												
THURSDAY	15	2		7		œ		4				
FRIDAY	16	S	0	0	0	w	_	0	0	0	0	0
TOTAL		15	0	47	•	15	1	12	0	0	0	43
						1				į		-
Other Work:				,		Carryover Work:	Work:	_				
Backup Friday Loss History Processing	History	Processing										
Mailed 71 letters (DC)	Ō									:		-

Loss Hx Collating

3 steps 1 Certs

2 Letters

Other Work: Backup Friday Loss History Processing	TOTAL	FRIDAY	THURSDAY	WEDNESDAY	TUESDAY	MONDAY		SAKIE SCOTT	
History		23	22	21	20	19	DAY	7	(v)
Processing	22	OFF	}	6	, çe	7	NEW BUS, APPS.		1)9/0
•	•	SICK					BEINIT.		
	56		(J.)	15	6	32	LOSS		
	_		_				TYPING		
Carryover Work:	13		6	2	-	4	NEW BUS. DOCUMENT MAILED	OVERTIME	ACTIVITY LOG @ 7/18/2007
Work:	0						RETURN LOSS HX	E O	10G 1007
0	7		<u>-</u>	<u></u>	- -	4	SUBMISSIONS		
_	0						RENEWAL APPS. APPS (BACKUP) (BACKUP)		
	0	1: 1: 1: 1: 1: 1:					PART TIME APPS (BACKUP)		
	0						INCOMING MAIL (BACKUP)		
	0						MIS EXTRIES		

75

		3			A	APRIL 2-6, 2007	2007					
SAKIE SCOTT						OVERTIME	0					
	DAY	NEW BUS. APPS.	REINIT.	LOSS	PKKKL	NEW BUS. DOCUMENT MAILED	HETURN LOSS EX	SNOISSIMEUS	RENEWAL APPS. APPS (BACKUP) (BACKUP)	PART TIME APPS (BACKUP)	INCOMING MAIL (BACKUT)	MOS EYTRIES
MONDAY	2	18		4			. `	بيا ا				
TUESDAY	w	10	į	2				-				23
WEDNESDAY	4	6						ı.				
THURSDAY	. Un	 	!									. . . <u></u>
FRIDAY	9	-				7	-					
TOTAL		46		6	0	7	—	7	0	0	•	23
Other Work:						Carryover Work:	Work:	0				
Loss Hx				!						: ; 		
Collating	İ	Certs		Letters								

TOTAL

Other Work:

Carryover Work:

WEDNESDAY

2

TUESDAY

22

MONDAY

2

DAY

THURSDAY

24

FRIDAY

ž

SAKIE SCOTT

ACTIVITY LOG

-	<u> </u>				}					
	33	სა	4	55	7	12	NEW JUS. APPS.			
	•		<u> </u>				REINIT.			
i	35	5	œ	4	7	<u>,</u>	LOSS			
	0			;	!	_	TYTING		//18/	, (A) (B) (B) (B) (B) (B) (B) (B) (B) (B) (B
	40	10	5	6		00	NEW BUS. DOCUMENT MAILED	OVERTIME	7007	3 (0)
	0						RETURN LOSS EX	. 0		
	=	ىن		2	,	6	REVEWAL SUBMISSION (BACKUP)			
	0						RENEWAL APPS FART TIME (BACKUP) APPS (BACI			
	•						APPS (BACKUP			
				† 			ENCOMING MAIL) (BACKUP) MIS ENTRIES			
	0) }:	IIS ENTRIES			

(9)	ACT
05/15	\exists
/07	9

SAKIE SCOTT						OVERTIM	0	; ; 				
	DAY	NEW BUS. APPS.	REINIT.	LOSS	TVPING	NEW BUS. DOCUMENT MAILED	RETURN LOSS	SUBMISSIONS (BACKUP)	APPS	ŝ	INCOMING MAIL (BACKUP) N	OS ENTRI
MONDAY	4	6										
TUESDAY	œ	Ç,				co	į	տ				
WEDNESDAY	9	2		S			;	<u>.</u>				
THURSDAY	10	7	2	9	} 1	13		<u> </u>			29	
FRIDAY	=	off.										
TOTAL		20	2	14	-	32	0	7	0	0	29	: •:
Other Work:						Carryover Wor	r Work:	4 (mail)				
								50 MIS	Entries			
Loss Hx	29	•					!					

ACTIVITY LOG @ 7/18/2007

Other Work:	TOTAL	FRIDAY	THURSDAY	WEDNESDAY	TUESDAY	MONDAY		SAKIE SCOTT
		18	17	16	15	14	DAY	
	31	6	6	00	11	OFF	NEW BUS. APPS.	
	0		İ			. !	REDYTC	
	20		CA.	6	9		LOSS	
	-		-				TOPING	<u> </u>
Carryover Work:	22	w	10	Un.	+		NEW BUS. DOCUMENT MAILED	OVERTIME
Work:		-					RETURN LOSS HX	0
2 new bi	4			-	2		SURMISSION (BACKUP))
2 new business mailings	0						RENEWAL APPS PART TIME (BACKUP) APPS. (BACK	
lings	0		:				ĝ	
	29						INCOMING MAIL (BACKUP)	
	29		29		!		MIS ENTRIES	

ACTIVITY LOG @ 7/18/2007

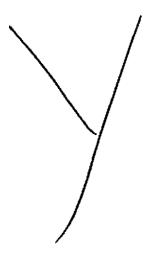
TOTAL 40 12 19 1	FRIDAY 1 6 4 1	THURSDAY 31 9 3 5 1	WEDNESDAY 30 14 2 5	TUESDAY 29 11 3 8	MONDAY 28 Holiday	DAY APPS. SCANNED EISTORIES TYPING	SAKIE SCOTT 0
1 7	7 0	\ \frac{1}{2}		15		NEW BUS. DOCUMENT MAILED	OVERTIME
4 1	<u>-</u>		2	2		RETURN JUBNISSION (0
			2	2		RENEWAL APPS PART TIME MAIL SION (BACKUP) APPS (BACKUP) (BACKUP)	
1 4	4		S,			CKUP) MIS ENTRIES	

SAKIE SCOTT	TT					OVERTIME	0					
	DAY	NEW BUS.	PILES PREPPED AND SCANNED	LOSS AUSTORUES	TYPING	NEW BUS. DOCUMENT MAILED	RETURN LOSS EX	SUBMISSION	RENEWAL APPS PART TIME ON . (BACKUP) APPS. (BACK	<u>ş</u>	MAIL (BACKUP)	MIS EVIRIES
MONDAY	4	11	6	6		13		8	,			23
TUESDAY	U1	9				در				Į		
			,			į						
WEDNESDAY	6	3	w			8						
THURSDAY	7	12	•		2	13	—	2			ф	
FRIDAY	œ	دي	0	15		10					İ	
		38	10	21	2	57	-	10	0		٥	27
TOTAL											,	į
Other Work:					_	Carryover Work:	Work:	2 reinitialization	lization		İ	
Carol's Backup Ti	Thursday		İ) anne				

JENE -

,
(

MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY	11 12 13 14 14 15	13 17 17 13 3 3 3	FILES PREPPED AND SCANNED 2	LOSS HISTORIUS 3 2	TYPING 1	RETURN LOSS HX	SUBMISSION 0	BACKUP)		(BACKUP) AFFS. (BACKUP)	APPS (BACKUP) (BACKUP)
MONDAY TUESDAY WEDNESDAY THURSDAY	11 12 13 14 14 14 15 15 15 15 15 15 15 15 15 15 15 15 15	13 17 6 6	SCANNED 2	3 3 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	TYPING	LOSS EX	Se	1	SUBMISSION (BACKUP)		
WEDNESDAY	13	9 .	·	2				-	_		
THURSDAY	14	w	2	2							
FRIDAY	15	ω.			_			ယ	ເນ	w	CJ.
		42	2	11	1	0		S	5 0	_	_
TOTAL] ··· T				
Other Work:		į					5 i i	3	Carriavar Work.	l i	Torritoria Words 2 ministrations



Case 1:09-cv-18/4776- Decument/6-30 Fled 05/05/2008-2/19/06/95-of 12/6/11/06

***	SUITED THE	- T
	From Subject V Size	···)
	$\{(x_0, y_0, \overline{\mathbf{V}}^{T}, x_0, y_0, \overline{\mathbf{V}}^{T}, x_0, x_0, x_0, x_0, x_0, x_0, x_0, x_0$	
	Majerik C New Employee Announcement Tue 4/11/2006 11:45 AM 4 KB	
	We are pleased to announce the addition of the following new employee: Marcia Amemann has joined ISMS/ISMIS/ISMIE Mutual as Secretary to Vice President and General Counsel in the Legal Services Division She is working under the d	i. ·
a	Majerik C New Employee Announcement Tue 4/11/2006 11:38 AM 4 KB	_
	We are pleased to announce the addition of the following new employee: Renee Jabionski has joined ISMS/ISMIS/ISMIE Mutual as Claims Service Representative in the Claims Division. She is working under the direction of Kelly Kehoe an	
	Gentile-K New Employee Announcement Fri 3/24/2006 9:43 AM 6 KB	
	We are pleased to announce the addition of the following new employees: Laura Peterson has joined ISMS/ISMIS/ISMIE Mutual as Education Staff Specialist in the Education Division. She is working under the direction of Marcella Hollinger and is sta	
<u> </u>	Majerik C New Employee Announcement Fri 2/3/2006 9:32 AM 4 KB	
	We are pleased to announce the addition of the following new employee: Helen Hoesley has joined ISMS/ISMIS/ISMIE Mutual as Secretary to Vice President in the Internal Audit Division. She is working under the direction of Jim Skinne	
<u>a</u>	Majerik C New Employee Announcement Fri 1/6/2006 2:13 PM 7 KB	
	We are pleased to introduce Mr. Richard R. King who has joined our organizations in the capacity of Vice President and General Counsel of ISMS and ISMIE Mutual. Mr. King brings to ISMS and ISMIE extensive credentials and a wealth of experience in i	
<u> </u>	Majerik C New Employee Announcement Wed 1/4/2006 12:07 PM 4 KB	
	We are pleased to announce the addition of the following new employee: Julie Powers has joined ISMS/ISMIS/ISMIE Mutual as Secretary to Vice President in the Health Policy Research and Advocacy Division. She is working under the dir	
	Majerik New Employee Announcement Tue 11/8/2005 4:1 4 KB	
	We are pleased to announce the addition of the following new employee: Patrick Gallagher has joined ISMS/ISMIS/ISMIE Mutual as VP Health Policy Research and Advocacy in the Health Policy Research and Advocacy Division. He is workin	
<u>a</u>	Majerik C New Employee Announcement Thu 10/20/2005 9:14 4 KB	_
	We are pleased to announce the addition of the following new employee: Kristina Hall has joined ISMS/ISMIS/ISMIE Mutual as Website Coordinator in the Communications Division. She is working under the direction of Rebecca Swanson and is stationed	
<u>a</u>	Majerik C New Employee Announcement Thu 10/13/2005 2:36 PM 4 KB	
	We are pleased to announce the addition of the following new employee: Gregory Wideman has joined ISMS/ISMIS/ISMIE Mutual as Underwriter in the Underwriting Division. He is working under the direction of Frode Brudvik and is stationed on the sixt.	γŧ
<u>a</u> -	Majerik C New Employee Announcement Mon 10/10/2005 2:02 4 KB	
	We are pleased to announce the addition of the following new employee: Sarah Young has joined ISMS/ISMIS/ISMIE Mutual as Member Outreach Coordinator in the Marketing/Membership Division. She is working under the direction of Jim Jacobsohn and is	
2	Majerik C New Employee Announcement Mon 10/10/2005 1:51 4 KB	
	We are pleased to announce the addition of the following new employee: Lauren Rueber has joined ISMS/ISMIS/ISMIE Mutual as Secretary, VP Management Services in the Human Resources Division. She is working under the direction of Diana Role and is	
3	Majerik C New Employee Announcement Mon 10/10/2005 1:45 4 KB	
	We are pleased to announce the addition of the following new employee: Sarah Maddock has Joined ISMS/ISMIS/ISMIE Mutual as Underwriting Secretary in the Underwriting Division. She is working under the direction of Laura Hutchinson and is statione	
	Majerik C New Employee Announcement Tue 9/6/2005 9:32 AM 4 KB	
	We are pleased to announce the addition of the following new employee: Carmen Sallay has joined ISMS/ISMIS/ISMIE Mutual as Internal Auditor in the Internal Audit Division. She is working under the direction of Doug Batchelder and is stationed on	1
<u>a</u>	Majerik C New Employee Announcement Tue 8/16/2005 2:49 PM 4 KB	
_	We are pleased to announce the addition of the following new employee: Charlene Vander Zanden has joined ISMS/ISMIS/ISMIE Mutual as Underwriter Trainee in the Underwriting Division. She is working under the direction of Frode Brudvik and is stat	
	Majerik C New Employee Announcement Tue 8/16/2005 2:42 PM 4 KB	_
3	Training and Training Law California and Law Committee C	

NOW HIRE

	From Subject V Size	1
)	Majerik C New Employee Announcement Tue 7/19/2005 12:43 PM 6 KB	
	We are extremely pleased to announce the addition of a new senior staff member to ISMIE Mutual's management team, responsible for overseeing our financial and reinsurance divisions and for coordinating these functions across divisional lines. The position	·F
ì	Majerik C New Employee Announcement Thu 7/7/2005 8:41 AM 4 KB	
	We are pleased to announce the addition of the following new employee: Jim Myhre has joined ISMS/ISMIS/ISMIE Mutual as Statistical Analyst in the Internal Audit Division. He is working under the direction Jim Skinner and is stationed on the el	o r
ĺ	Majerik New Employee Announcement Mon 6/20/2005 9:5 4 KB	
	We are pleased to announce the addition of the following new employee: Lisa Marie Combes has joined ISMS/ISMIS/ISMIE Mutual as Senior Accountant in the Finance Division. She is working under the direct of Angela Waish and is stationed on the s	do
ì	Majerik C New Employee Announcement Thu 6/2/2005 10:58 AM 4 KB	
	We are pleased to announce the addition of the following new employee: Nelle Bradley has joined ISMS/ISMIS/ISMIE Mutual as Meeting Planner in the Risk Management Division. She is working under the direction of Donna Locasto and is stationed on th	
ì	Majerik C New Employee Announcement Mon 4/25/2005 9:18 AM 4 KB	
	We are pleased to announce the addition of the following new employee: Heather Ebert has joined ISMS/ISMIS/ISMIE Mutual as Claims Service Representative in the Claims Division. She is working under the direction of Kelly Kehoe and is stationed on	
Þ	Majerik C New Employee Announcement Wed 3/30/2005 2:00 PM 4 KB	
	We are pleased to announce the addition of the following new employee: William Burns has joined ISMS/ISMIS/ISMIE Mutual as Senior Professional Liability Analyst in the Claims Division. He is working under the direction of Chris Leone and is stati	
ì	Majerik C New Employee Announcement Wed 3/30/2005 1:52 PM 4 KB	
	We are pleased to announce the addition of the following new employee: Steven O'Rorke has joined ISMS/ISMIS/ISMIE Mutual as Senior Financial Analyst in the Finance Division. He is working under the direction of Bud Gross and is stationed on the s	
)	Majerik C New Employee Announcement Mon 3/21/2005 12:03 4 KB	
	We are pleased to announce the addition of the following new employee: Sarah Adams has joined ISMS/ISMIS/ISMIE Mutual as Secretary to VP Management Services in the Human Resources Division. She is working under the direction of Diana Role and is	;
)	Majerik C New Employee Announcement Thu 2/3/2005 12:03 PM 4 KB	
	We are pleased to announce the addition of the following new employee: Sarah Renfrow has joined ISMS/ISMIS/ISMIE Mutual as Professional Liability Analyst Trainee in the Claims Division. She is working un the direction of Jeff Beth and is stati	de
١,		
	We are pleased to announce the addition of the following new employee: Katle Smith has joined ISMS/ISMIS/ISMIE Mutual as Professional Liability Analyst Trainee in the Claims Division. She is working under the direction of Michelle Stenzel and is	_
1	Majerik C New Employee Announcement Fri 1/14/2005 3:10 PM 4 KB	
<u> </u>	We are pleased to announce the addition of the following new employee: Sheila Farmer has joined ISMS/ISMIS/ISMIE Mutual as Records Clerk in the Claims Division. She is working under the direction of Podrov West and is stationed on the sixth floor. S	
	Majerik C New Employee Announcement Mon 11/15/2004 9:40 4 KB	
	We are pleased to announce the addition of the following new employee: Krystin Daniello has joined ISMS/ISMIS/ISMIE Mutual as Claims Service Representative in the Claims Division. She is working under the direction of Kelly Kehoe and is stationed on	e
3	Majerik New Employee Announcement Mon 11/8/2004 11: 4 KB	
	We are pleased to announce the addition of the following new employee: Dan Deutschman has joined ISMS/ISMIS/ISMIE Mutual as Professional Liability Analyst in the Claims Division. He is working under the direction of Tom Witham and is stationed in Spr	:
4	Majerik New Employee Announcement Mon 11/8/2004 11: 4 KB	
	We are pleased to announce the addition of the following new employee: Nicole Dykas has joined ISMS/ISMIS/ISMIE Mutual as Professional Liability Analyst in the Claims Division. She is working under the direction of Sandra Nuzzo and is stationed on th	
4	Majerik New Employee Announcement Mon 11/8/2004 11: 4 KB	
	We are pleased to announce the addition of the following new employee: Laura Byrne has joined ISMS/ISMIS/ISMIE Mutual as Professional Liability Analyst in the Claims Division. She is working under the direction of Jeff Beth and is stationed on the si	
40.0		

Brudvik F FW: Kevin Riordan and Karen Roosey We have been advised that Karen Roosey and Kevin Riordan are no longer affiliated with MARSH. Therefore, ples are no longer authorized to conduct business on behalf of Marsh dients. If you have any questions, please let me know Member IMIS Record Added We have found a match for your record: Cohanim, Nooshin	05 4:00 PM 1 KB	
Brudvik F FW: Kevin Riordan and Karen Roosey We have been advised that Karen Roosey and Kevin Riordan are no longer affiliated with MARSH. Therefore, pleasure no longer authorized to conduct business on behalf of Marsh clients. If you have any questions, please let me know Member IMIS Record Added Mon 6/6/2		
are no longer authorized to conduct business on behalf of Marsh clients. If you have any questions, please let me know Member IMIS Record Added Mon 6/6/2	ase keep in mind they	
Member IMIS Record Added Mon 6/6/2		Þ
1 	005 1-52 DM - 641 B	
ve have found a match for your record; Conanim, Nooshin	005 1:53 PM 641 B	_
iMIS ID: 14214 Policy Number: 56156		Þ
Fig. California, and provide the control of the con		
Sarah Christensen, Alice Hayner, and Emlly Vetter have changed position titles to Project Coordinators in the Specific previous titles were Administrative Coordinators. cc: Harold L. Jensen, M.D	005 8:45 AM 3 KB claities Division. Their	Þ.
of and the supplication of the third of the supplications.	<u></u>	
	/2006 8:3 3 KB	
We are pleased to announce that Brian Murphy has been promoted to Senior Risk Management Specialist in the F Division. Brian has been with ISMS/ISMIS/ISMIE Mutual since April 2000, most recently as Risk Management Special	Risk Management eclalist.	*
	006 12:03 PM 3 KB	
We are pleased to announce that Jacinth Stokes has been promoted to Underwriting Support Manager in the Und Jacinth has been with ISMS/ISMIS/ISMIE Mutual since March 1999, most recently as Underwriter. Please join us in congratula	derwriting Division.	∀
	006 12:00 PM 3 KB	- 21
We are pleased to announce that Michi Smith has been promoted to Director, Underwriting in the Underwriting D with ISMS/ISMIS/ISMIE Mutual since August 1992, most recently as Underwriting Manager. Please join us in congratulatin	ivision. Michi has been	₩.
	006 11:57 AM 3 KB	
We are pleased to announce that Keith Evans has been promoted to Senior Director, Underwriting and Business I Underwriting Division. Keith has been with ISMS/ISMIS/ISMIE Mutual since October 1989, most recently as Direct	Development in the ctor, Business Deve	7
Majerik C Employee Promotion Mon 1/16/	2006 9:27 AM 3 KB	
We are pleased to announce that Ingrid Hubbard has been promoted to Risk Management Technology Specialist Division. Ingrid has been with ISMS/ISMIS/ISMIE Mutual since January 2003, most recently as Office Assessment	in the Risk Management at Coordinator	ķ
Wed 11/: We are pleased to announce that Marcella Hollinger has been promoted to Director of Risk Management Program Risk Management Division. Marcella has been with ISMS/ISMIS/ISMIE Mutual since June 2000, most recently as		Y
Majerik C Employee Promotion Wed 11/30 We are pleased to announce that Maria Marioni has been promoted to Executive Secretary to Senior Vice Presider Division. Maria has been with ISMS/ISMIE/ISMIE Mutual since December 1990, most recently as Health Policy Re	0/2005 11:4 3 KB nt In the Administration esearch and	Ç,
Majerik C Employee Promotion Thu 11/17	/2005 3:34 PM 3 KB	
We are pleased to announce that Thea Hickey has been promoted to Assistant Director, Accounting in the Finance been with ISMS/ISMIS/ISMIE Mutual since May 1997, most recently as Accounting Supervisor. Please join us in congratulat	Ţ	₹.
Majerik C Employee Promotion Wed 11/16	5/2005 9:17 3 KB	
We are pleased to announce that Ed Thlemann has been promoted to Project Manager in the Information System with ISMS/ISMIS/ISMIE Mutual since April 1996, most recently as Project Specialist. Please join us in congratulating Ed	ns Division. Ed has been	₹
	5/2005 1: 3 KB	
We are pleased to announce that Keri Staley has been promoted to Senior Programmer Analyst in the Information has been with ISMS/ISMIS/ISMIE Mutual since November 2002, most recently as Programmer Analyst. Please join us in co	n Systems Division. Keri	ψ
Majerik C Employee Promotion Thu 10/20	/2005 12:06 3 KB	
We are pleased to announce that Pat Jiardina has been promoted to Senior Professional Liability Analyst in the Clober with ISMS/ISMIS/ISMIE Mutual since October 2002, most recently as Professional Liability Analyst. Please Jol	alms Division. Pat has	45.
	0/2005 12 3 KB	
We are pleased to announce that Eric Gleason has been promoted to Audit Specialist in the Internal Audit Division ISMS/ISMIS/ISMIE Mutual since July 1996, most recently as Senior Internal Auditor.	•	Þ

Case 1:08-cv-01457	Document 6-3	Filed 05/05/2008	Page 98 of 136
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	From Subject V Size	<u>.</u>
9	Majerik C Employee Promotion Thu 10/20/2005 9:24 3 KB	
	We are pleased to announce that Katie Gilfillan has been promoted to Senior Risk Management Development Specialist in the Risk Management Division. Katie has been with ISMS/ISMIS/ISMIE Mutual since October 2004, most recently as Risk Management Develop	
<u> </u>	Majerik C Employee Promotion Thu 10/20/2005 9:21 3 KB	
	We are pleased to announce that Lori O'Connor has been promoted to Communications Coordinator in the Communications Division. Lori has been with ISMS/ISMIS/ISMIE Mutual since September 2002, most recently as Secretary. Please join us in congratulati	
<u> </u>	Majerik C Employee Promotion Wed 10/5/2005 3:32 PM 3 KB	
	We are pleased to announce that Ruby St. James has been promoted to Senior Professional Liability Analyst in the Claims Division. Ruby has been with ISMS/ISMIS/ISMIE Mutual since October 2001, most recently as Professional Liability Analyst. Please	
3	Majerik C Employee Promotion Mon 9/19/2005 9:00 AM 3 KB	_
	We are pleased to announce that Stephen Murphy has been promoted to Senior Risk Management Development Specialist in the Risk Management Division. Stephen has been with ISMS/ISMIS/ISMIE Mutual since September 2002, most recently as Risk Management Deve	.,
3	Majerik C Employee Promotion Mon 7/18/2005 9:28 AM 3 KB	
	We are pleased to announce that Sandy Roche has been promoted to Membership Coordinator in the Membership Services Division. Sandy has been with ISMS/ISMIS/ISMIE Mutual since June 2004, most recently as Secretary, Purchasing. Please join us in congr	
-4	Majerik Employee Promotion Mon 6/20/2005 10: 3 KB	
	We are pleased to announce that Jamle Donovan has been promoted to Underwriting Trainee in the Underwriting Division. Jamle has been with ISMS/ISMIS/ISMIE Mutual since March 2002, most recently as Underwriting Technician. Please join us in congratul	
1	Majerik C Employee Promotion Wed 5/18/2005 10:10 3 KB	
	We are pleased to announce that Yunjie Liu has been promoted to Systems Programmer in the Information Systems Division. Yunjie has been with ISMS/ISMIS/ISMIE Mutual since April 2001, most recently as Programmer Analyst. Please join us in congratulat	
<u> </u>	Majerik C Employee Promotion Mon 5/16/2005 8:38 AM 3 KB	
_	We are pleased to announce that Spero Argyrls has been promoted to Senior Underwriter in the Underwriting Division. Spero has been with ISMS/ISMIS/ISMIE Mutual since May 1996, most recently as Underwriter. Please join us in congratulating Spero on h	
4	Majerik C Employee Promotion Mon 5/2/2005 10:40 AM 3 KB	•
	We are pleased to announce that Ron Marchionna has been promoted to Assistant Vice President (Reinsurance) in the Internal Audit Division. Ron has been with ISMS/ISMIS/ISMIE Mutual since March 1988, most recently as Audit Specialist. Please join us	
3	Majerik C Employee Promotion Frl 4/29/2005 9:22 AM 3 KB	
	We are pleased to announce that Kelley Elwood has been promoted to Director, Media Relations and Officer Outreach in the Communications Division. Kelley has been with ISMS/ISMIS/ISMIE Mutual since November 1995, most recently as Assistant Director, Com	
3	Majerik C Employee Promotion Mon 4/18/2005 11:53 3 KB	
	We are pleased to announce that Rhonda Sturm has been promoted to Senior Professional Liability Analyst in the Claims Division. Rhonda has been with ISMS/ISMIS/ISMIE Mutual since April 2002, most recently as Professional Liability Analyst. Please jo	
3	Majerik C Employee Promotion Tue 4/12/2005 12:37 PM 2 KB	
	We are pleased to announce that Jennifer Fitzgerald has been promoted to Senior Professional Liability Analyst in the Claims Division. Jennifer has been with ISMS/ISMIS/ISMIE Mutual since April 2002, most recently as Professional Liability Analyst	
•	Majerik C Employee Promotion Tue 4/12/2005 11:51 AM 2 KB	
	We are pleased to announce that LuAnn Minogue has been promoted to Professional Liability Specialist in the Claims Division. LuAnn has been with ISMS/ISMIS/ISMIE Mutual since June 1997, most recently as Professional Liability Analyst. Please join us	;
3	Majerik C Employee Promotion Tue 4/12/2005 11:45 AM 2 KB	
	We are pleased to announce that Debbie O'Brien has been promoted to Technical Services Assistant in the Information Systems Division. Debbie has been with ISMS/ISMIS/ISMIE Mutual since February 2001, most recently as Administrative Coordinator. Plea	
•	Majerik C Employee Promotion Mon 2/7/2005 3:22 PM 2 KB	•
	We are pleased to announce that Keith Evans has been promoted to Director of Business Development in the Underwriting Division. Keith Evans has been with ISMS/ISMIS/ISMIE Mutual since October 1989, most recently as Assistant Director of Business Develo	
	Majerik C Employee Promotion Wed 11/17/2004 3:10 965 B	
	We are pleased to announce that Theresa Daniello has been promoted to Senior Professional Liability Analyst in the Claims Division. Theresa Daniello has been with ISMS/ISMIS/ISMIE Mutual since November 2000, most recently as Professional Liability A	

	Case 1.06-cv-01457 Document 6-3 File	3 U5/U5/2UU6 Page 99 OLLS6
į 🗖 🖰	9 From Subject	Received 7 Size 7
_	Hutchinso Training Schedule	Tue 10/3/2006 11:51 3 KB
	The Mini Office sessions will now take place in the Training Room on the 2nd Laura C. Hutchinson Assistant Vice President, Underwriting	floor.
	Majerik Employee Departure	Mon 10/2/2006 9:3 3 KB
	Sharon Collins of Claims has left employment with ISMS/ISMIS/ISMIE Mutual cc: Harold L. Jensen, M.D. Alfred J. Clementi, M.D.	
	Aliphin Alan ImageRight Training All of you received your ImageRight training schedule at Thursday's staff med maintain phone coverage, as well as wisely utilizing our training time and the	Fri 9/29/2006 3:34 PM 3 KB eting. This schedule has been designed in an effort to expertise of the Image Right personnel. For
	Majerik New Employee Announcement	Fri 9/29/2006 11:5 4 KB
	We are pleased to announce the addition of the following new employee: James Lee has joined ISMS/ISMIS/ISMIE Mutual as Programmer/Apalyst in the direction of Keri Staley and is	
	Hutchin Underwriting Mail	Fri 9/29/2006 9:33 5 KB
	Don: Beginning on Monday, October 2nd, please arrange to have all of Underwritin They will be handling it on a permanent basis.	
د	Gentile-K Fall Event	Thu 9/28/2006 4:37 PM 6 KB
	ARE YOU READY FOR SOME FUN? That must mean that it is time to go bowling! And that is just what the Employment fall event will be held on Friday, November 3, 2006 at 10pin Bowling.	oyee Recognition Committee has planned for you! The
	Malerik Employee Promotion	Wed 9/20/2006 12 3 KB
	We are pleased to announce that Carissa McKenna has been promoted to Probeen with ISMS/ISMIS/ISMIE Mutual since March 2006, most recently as ProPlease	fessional Llability Analyst Trainee.
	Maes St Infinity problems	Mon 9/18/2006 5:3 12 KB
	Yesterday I/S rolled out a new version of Infinity dated 9-15-06. However, there are a few outstanding issues with Notes Filter and Notes Edit Note Filter screen displays "bjank" a	or that occurred while Infinity was testing. Remember, if the
	Majerik C New Employee Anjouncement	M /4 / 7 / 9/12/2006 10:91 4 KB
	We are pleased to announce the addition of the following new employee: Charlotte Johnson has joined ISMS/ISMIS/ISMIE Mutual as Meeting Services working under the directi	
	Majerik Employee Departure	Fri 9/8/2006 8:19 3 KB
	Sarah Christensen of Medical Association Management has left employment v Downes at extension 2480. cc: Harold L. Jensen, M.D.	·
	■ Bules Gl FW: Important Underwriting Information	Thu 9/7/2006 2:05 117 KB
	This e-mail was just sent to all ISMIE Producers. Gina Bules Secretary to Vice President, Underwriting ISMIE Mutual Insurance 20 North Michigan Avenue, Suite 700	Company
	Maes St Infinity Upgrade 9-7-06 5:00PM	Thu 9/7/2006 11:3 7 KB
	If you do not utilize Infinity you can disregard this e-mail. An Infinity upgrade is scheduled for tonight beginning at 5:00PM. Please mail evening. Infinity will be unavailable until 6:00AM	te sure that you have Infinity closed prior to leaving this
	Majerik Employee Promotion	Fri 9/1/2006 11:40 3 KB
	We are pleased to announce that Beth McNicholas has been promoted to Unicholas has been promoted to Unicholas has been promoted to Unicholas ISMIS/ISMIS/ISMIE Mutual since August 2005, most recently as Underwilling Please join us in congratulating Beth	remitter in the Underwriting Division. Beth has been with rainee.
	Majerik Employee Promotion	Fri 9/1/2006 9:45 3 KB
	We are pleased to announce that Jennifer Mroz has been promoted to Phyfes been with ISMS/ISMIS/ISMIE Mutual since December 2002, most recently a Pl	Professional Liability Analyst Trainee.
	Majerik Employee Promotion	Fri 9/1/2006 9:44 3 KB
	We are pleased to announce that Mike Urso has been promoted to Senior Probeen with ISMS/ISMIS/ISMIE Mutual since August 2003, most recently as Propert	orassional Liability Analyst.
	Majerik Employee Departure	Thu 8/31/2006 9:3 3 KB
	Kristen Miller of Communications has left employment with ISMS/ISMIS/ISMI 6450. cc: Harold L. Jensen, M.D.	E Mutual. Please refer calls to Rebecca Miller at extension
	Co. Tigrord is scriptly Pl.D.	A CONTRACTOR OF THE CONTRACTOR

D 9	From Subject 1. Size
<u>a</u>	Majerik C Employee Promotion Fri 11/12/2004 2:46 PM 929 B
_	We are pleased to announce that Michelle Kairles Stenzel has been promoted to Claims Manager in the Claims Division. Michelle has been with ISMS/ISMIS/ISMIE Mutual since November 2002, most recently as Senior Professional Liability Analyst.
Syanarija Syanarija	Please j
3	
	Majerik C Employee Position Change Mon 1/16/2006 9:43 AM 3 KB Nelle Bradley has changed job positions to Risk Management Office Assessment and Meeting Coordinator in the Risk Management Division. Nelle has been with ISMS/ISMIS/ISMIE Mutual since June 2005, most recently as Risk Management Meeting Planner
_	Paris appropriate to the contract of the contr
	Majerik C Employee Departure Thu 2/2/2006 8:54 AM 3 KB
	Dan Deutschman of Claims has left employment with ISMS/ISMIS/ISMIE Mutual. Please refer calls to Tom Witham at extension \$026. cc: Harold L. Jensen, M.D. Alfred J. Clementi, M.D.
3	Majerik Employee Departure Mon 1/23/2006 2:5 3 KB
	Frode Brudvik of Underwriting has left employment with ISMS/ISMIE Mutual. Please refer calls to Sheila Coghlan at extension 2451. cc: Harolot. Jensen, M.D.
3	Majerik C Employee Departure Wed 1/4/2006 8:40 AM 3 KB
	Bill Burns of Claims has left employment with ISMS/ISMIS/ISMIE Mutual. Please refer calls to Terese Souders at extension 6468.
	cc: Harold L. Jensen, M.D. Alfred J. Clementi, M.D.
•	Majerik C Employee Departure Wed 1/4/2006 8:39 AM 3 KB
	Steve Watson of Claims has left employment with ISMS/ISMIS/ISMIE Mutual. Please refer calls to Rodney Ward at extension 6176. cc: Harold L. Jensen, M.D. Alfred J. Clementi, M.D.
1	Majerik C Employee Departure Thu 12/8/2005 2:28 PM 3 KB
_	Ayanna Allen of Claims has left employment with ISMS/ISMIS/ISMIE Mutual. Please refer calls to Terese Souders at extension 6468. cc: Harold L. Jensen, M.D. Alfred J. Clementl, M.D.
3	McGuire Employee Departure Wed 11/9/2005 8:52 AM 4 KB
_	Carolyn Lau of Internal Audit has left employment with ISMS/ISMIS/ISMIE Mutual. Please refer calls to Doug Batchelder at extension 6476.
<u> </u>	Malerik C Employee Departure Mon 10/24/2005 9:01 3 KB
	Donna Wilson of Risk Management has left employment with 15MS/13415/15HIE Mutual. Please refer calls to Audrey Vanagunas at
	extension 2465.
Ζ.	cc: Harold L. Jensen, M.D. Materik C Employee Departure Mon 10/3/2005 12:19 3 KB
a)	Majerik C Employee Departure Mon 10/3/2005 12:19 3 KB Bobbi Kehoe of Finance has left employment with ISMS/ISMIS/ISMIE Nutual. Please refer calls to Bud Gross at extension 2454. cc: Harold L. Jensen, M.D. Alfred J. Clementi, M.D.
3	Majerik C Employee Departure Mon 10/3/2005 11:44 3 KB
	Cherie Lewis of Claims has left employment with ISMS/ISMIS/ISMIE Mutual. Please refer calls to Michelle Stenzel at extension 2478. cc: Harold L. Jensen, M.D. Alfred J. Clementi, M.B.
•	Majerik C Employee Departure Tue 9/27/2005 10:38 AM 3 KB Albert Gapasin of Underwriting bas left employment with ISMS/ISMIS/ISMIE Mutual. Please refer calls to Michi Smith at extension 6498. cc: Harold L. Jensen, M.D. Alfred J. Clementi, M.D.
•	Majerik C Employee Departure Mon 9/19/2005 8:54 AM 3 KB Joe Madura of Underwriting has left employment with ISMS/ISMIS/ISMIE Mutual. Please refer calls to Laura Hutchinson at extension 6458.
	cc: Harold/L. Jensen, M.D.
	Majerik C Employee Departure Thu \$(8/2005 11:06 AM 3 KB Charlene Vanger Zanden of Underwriting has left employment with ISMS/ISMIS/ISMIE Mutual. Please refer calls to Frode Brudvik at extension 6/45. cg. Harold L. Jensen, M.D.
•	Majerik C., Employee Departure Mon 8/1/2005 8:43 AM 3 KB
	Betty Welss of Internal Audit has left employment with ISMS/ISMIS/ISMIE Mutual. Please refer calls to Jim Skinner at extension 2406.

Case 1:08-cv-01457 - Document 6-3 Filed 05/05/	2008 - Page 101 of 136
DIG From Subject Total C	Kacelived W. Size
Hutchinso FW: HIGH PRIORITY - ImageRight	Wed 10/25/2006 8:36 8 KB
Please have this done this morning and let us know the result. Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Com 312.580.6458 (Direct)	npany
Cowan L Reopened File Scanned 24844 is scanned <end></end>	Wed 10/25/2006 7 1 KB
■ Bules Gina Revised Producer List	Tue 10/24/2006 3:05 116 KB
I have just been informed that John Lappe has joined R.T. Nelson as a licensed produce please replace the one sent earlier with the attached. Gina Bules Underwriting Division ISMIE Mutual Insurance Co	
。 ■ Bules Gina Attached Producer List	Tue 10/24/2006 2:35 116 KB
Please note two revisions on the attached list: 1) The fax number for Marsh USA has been changed; and 2) Commission Checks for Behnke & Company should now be sent to the attention of S.	
☐ Majerik Employee Promotion ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	Tue 10/24/2006 10 4 KB
We are pleased to announce that David Lorenz has been promoted to Senior Programme David has been with ISMS/ISMIS/ISMIE Mutual since October 2002, howst recently as Proplement David has been with ISMS/ISMIS/ISMIE Mutual since October 2002, howst recently as Proplement David has been promoted to Senior Programme.	ogrammer Analyst.
Cowan Lisa REOPEN SCAN FILES Hi Sakie	Mon 10/23/2006 3:34 2 KB
Your files are scanned 16101 & 25775 <end> Thiemann RE: HIGH PRIORITY - 63698</end>	Mon 10/23/2006 11:2 5 KB
Please do a shut down and restart and then try again. Microsoft word on your computer is giving an error Please let me know if this corrects the issue	(10) 10/10/1000
Thiemann RE: HIGH PRIORITY - 63698 What error are you getting?	Mon 10/23/2006 11:2 4 KB
From: Scott Sakie	·
Thiemann RE: HIGH PRIORITY - 63698 Sakle, I am able to open this, what problem are you having?	Mon 10/23/2006 11:0 4 KB
From: Hutchinson Laura	
Majerik Employee Departure	Mon 10/23/2006 8: 4 KB
Nelle Bradley of Risk Management has left employment with ISMS/ISMIS/ISMIE Mutual. 1627. cc: Harold L. Jensen, M.D.	Please refer calls to Donna Locasto at extension
Cowan Lisa Reopen File	Thu 10/19/2006 4:09 2 KB
Hi Sakle file 15492 is scanned <end></end>	Fri 10/13/2006 8:45 AM 2 KB
Cowan Usa Hi Sakie Your files are scanned 14893 63348 and 40273 <end></end>	11 10/13/2000 0.43 AM 2 KB
. Gentile-K Policy Manual Additions/Leave Form October 10, 2006	Thu 10/12/2006 4:22 8 KB
To: All Employees From: Donna Gentile-Karas	T 10/10/0006 A.EF D.VD
 Maddock Loss History Return Envelopes Hello Everyone- As you know, many of the loss history requests we receive through the mail come with p 	Tue 10/10/2006 4:55 8 KB pre-addressed return envelopes. Before the
ImageRight takeover, these envelopes were stapled to the back of the request when ope	ened and mailed al Mon 10/9/2006 10: 4 KB
Madura RE: Loss History Letters Will do. Deborah and I will determine any extra paper loss histories (given to us last we forward the ImageRight task to you.	
Maes Steve RE: Barcode Sakle,	Thu 10/5/2006 12:43 3 KB
There is no need for any more barcodes. The file room people that scan know how to do	o It without a barcode.
Thanks, Majerik C New Employee Announcement	Tue 10/3/2006 3:34 PM 4 KB
We are pleased to announce the addition of the following new employee Melvin Barnes has joined ISMS/ISMIS/ISMIE Mutual as a Risk Management Specialist in tunder the direction of Michelle	·
	Tue 10/3/2006 1:12 PM 105 KB
	·

	Case 1:08-cv-01457 Document 6-3 Filed 05/05/2008	
	Perom Subject	/ reserver of the Sive
	Smith Car Correspondence????	Mon 11/13/2006 2:01 2 KB
	I have received in the underwriting mail workflow four pages (9 through 12) of an application. T came from Is that it was faxed from a Kinkos in Plainfield. If any one has an idea of what policy	this would bel
هڼ	Nowel Ka FW: Dr. Charles Roller #63668 Hi Sakie,	Mon 11/13/2006 9:39 8 KB
	I just got a call on this, the office is requesting proof of coverage. If you could reinitialize the po Thanks!	
÷	Nowel Ka Dr. Charles Roller #63668 Hi Sakle, Can you reinitialize this policy and let Tanya know when its complete? His new business submiss	Fri 11/10/2006 3:59 PM 5 KB
ين	AR in PUMA. Cowan Lisa file scanned	Fri 11/10/2006 1:25 PM 2 KB
	25978 <end> Majerik C.,, New Employee Announcement</end>	Thu 11/9/2006 8:05 AM 4 KB
,	We are pleased to announce the addition of the following new employee: David Wichmann has joined ISMS/ISMIS/ISMIS/ISMIGNATION Mutual as Controller in the Finance Division. He Gross and is stationed on the	• •
_l	Majerik Employee Promotion	Wed 11/8/2006 4: 4 KB
	We are pleased to announce that Nicole Dykas has been fromoted to Senior Professional Liability has been with ISMS/ISMIS/ISMIE Mutual since Novembay 2004, most recently as Professional Lia Please j	
,	Gentile-K Holiday Event	Wed 11/8/2006 11:27 9 KB
	Please join us for lunch, fun, music, dancing, and gifts to celebrate the holiday season! Where: The Mid America Club (located in the Aon Building) 200 East Randolph Drive	
÷	Cowan Lisa SCANNED FILES 62816 32430 <end></end>	Tue 11/7/2006 3:43 PM 2 KB
فڼ	Cowan Lisa FILE SCANNED GOOD MORNING	Mon 11/6/2006 7:56 AM 2 KB
,	YOUR FILE IS SCANNED 38584 <end> Maddock New Business Applications</end>	Thu 11/2/2006 3:01 PM 7 KB
	Hi Sakie- Here is a list of New Business Applications I completed while you were out. I was unable to submit the Outlook Form for any of them. My Outlook won't do that for some reason. I'll have to ask you who to call to fix it when you get bac	
من	Cowens B RE: Autumn Sheese-63716 NO	Thu 11/2/2006 10:33 4 KB
	From: Scott Sakle	
J	Majerik Employee Promotion	Thu 11/2/2006 8:4 4 KB
	We are pleased to announce that Tracey Printen has been promoted to Assistant Director in the H Division. Tracey has been with ISMS/ISMIS/ISMIE Mutual since October 2001 most recently as F Please jo	lealth Policy Research and Advocacy Research Associate.
4	Cowan Lisa file scann 50250 15101 <end></end>	Wed 11/1/2006 11:38 1 K8
737	30250 10101 423d2 [(0)]-1	
)	Cowan L reopened file	Mon 10/30/2006 4: 2 KB
-	62330 this is scanned <end></end>	
J	RightFa Your fax has been successfully sent to Kathy Mecham at 1-618-244-3832. Your fax has been successfully sent to Kathy Mecham at 1-618-244-3832.	Mon 10/30/2006 2: 635 B
	Time: 10/30/2006 2:30:55 PM	
ه.	Cowan Lisa REOPENED FILE SCAN HI Sakie	Frl 10/27/2006 4:54 PM 5 KB
	These files are scanned 08918 62815	
J	Hutchin FW: Hunt Line Adjustments We can now return to normal	Fri 10/27/2006 11: 6 KB
	The Techs are back in hunt and the Specialists can be out. Also, the "time off hunt" schedule is active again.	
ę a	Wideman Missing Applications Hey Sakie,	Wed 10/25/2006 11:5 4 KB
	Below are the names of the physician's applications for Infinity Healthcare (#54259) that seem to Please let me know what you come up with when you have a chance.	be missing or have not been scanned.

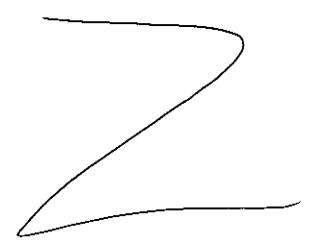
	Case 1:08-cv-01454/2000cu/pehl/6/80/Filed @5/05/2008 20	8AVE/10/501436) 0
	C From Supject	
	Renfro Beatrice Ward	
	It is with sadness that I inform you that Rodney Ward's mother, Beatrice, passed away early this m	Thu 12/14/2006 8: 2 KB orning. Once additional information
<u> </u>	regarding the services is known, I will pass it along. <end></end>	
-	Majerik C New Employee Announcement We are pleased to announce the addition of the following new employee:	Tue 12/12/2006 3:41 4 KB
	Linda Stormont has joined ISMS/ISMIS/ISMIE Mutual as Senior Writer in the Communications Divis direction of Rebecca Swanson and is	on. She is working under the
(0)	GENNAL VALCE AND SOLD STORY	
ו ו	Hutchin RE: Early Dismissal	Mon 12/4/2006 1:5 5 KB
!	Okay Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company	
	312.580.6458 (Direct)	
	for Thran Welks Ago St. Roberson Chirag Patel, M.D. #63654	Wed 11/29/2006 4:37 3 KB
4	Sakie,	Wed 11/25/2000 4.57 5 KB
	Please re-initialize the captioned policy and send to Brenda for re-rating. New effective date is 12/0 Thanks.	04/06.
٠	Maddock New Business Applications	Tue 11/28/2006 5:36 5 KB
	Sakle- This is a list of applications I processed today. They were not entered in outlook.	
	Learle R. Lindsay, M.D. – 63766	
	Majerik New Employee Announcement	Tue 11/28/2006 12 4 KB
	We are pleased to announce the addition of the following new employees V Roni Pressier has joined ISMS/ISMIS/ISMIE Mutual as Assistant Vice President, Marketing in the Ma	rketing Division. She is working under
	the direction of Cheryl Maddock New Business Applications	Mon 11/27/2006 6:01 6 VP
•	Sakie-	Mon 11/27/2006 6:01 6 KB
	This is a list of applications I processed today. They were not entered in outlook. L.M. Prasad, M.D., S.C 63761	
e E		
4.	Majerik C New Employee Announcement	Tue 11/21/2006 9:12 4 KB
	We are pleased to announce the addition of the following new employee: \(\lambda\)	
	Teresa Neufeld has joined ISMS/ISMIS/ISMIE Mutual as Vice President, PBT in the Administration D	vision. She is working under the
	direction of John Washburn and	<u>-</u>
	direction of John Washburn and Hutchin Sarah will not be in today. Laura C. Hutchinson	vision. She is working under the
	direction of John Washburn and Hutchin Sarah will not be in today. Laura C. Hutchinson Assistant Vice President, Underwriting	<u>-</u>
: ,	direction of John Washburn and Hutchin Sarah will not be in today. Laura C. Hutchinson	<u>-</u>
	direction of John Washburn and Hutchin Sarah will not be in today. Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company McGuire Important Timesheet and Payroli Processing Information Cowan Lisa FILE SCANNED	Fri 11/17/2006 9:0 3 KB
	direction of John Washburn and Hutchin Sarah will not be in today. Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company McGuire Important Timesheet and Payroli Processing Information Cowan Lisa FILE SCANNED 62878 09766 YOUR FILES ARE SCANNED <end></end>	Fri 11/17/2006 9:0 3 KB Wed 11/15/2006 3:45 154 KB Wed 11/15/2006 3:21 2 KB
· · ·	direction of John Washburn and Hutchin Sarah will not be in today. Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company McGuire Important Timesheet and Payroli Processing Information Cowan Lisa FILE SCANNED 62878 09766 YOUR FILES ARE SCANNED <end> Stokes J FW: Cancellation Requests - Correspondence Screening</end>	Fri 11/17/2006 9:0 3 KB Wed 11/15/2006 3:45 154 KB
; , ;	Hutchin Sarah will not be in today. Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company McGuire Important Timesheet and Payroli Processing Information Cowan Lisa FILE SCANNED 62878 09766 YOUR FILES ARE SCANNED <end> Stokes J FW: Cancellation Requests - Correspondence Screening Sakie, can I get the updated cancellation spreadsheet? The techs should have it updated by now. Thanks.</end>	Fri 11/17/2006 9:0 3 KB Wed 11/15/2006 3:45 154 KB Wed 11/15/2006 3:21 2 KB
; ,	Hutchin Sarah will not be in today. Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company McGuire Important Timesheet and Payroli Processing Information Cowan Lisa FILE SCANNED 62878 09766 YOUR FILES ARE SCANNED <end> Stokes J FW: Cancellation Requests - Correspondence Screening Sakie, can I get the updated cancellation spreadsheet? The techs should have it updated by now.</end>	Fri 11/17/2006 9:0 3 KB Wed 11/15/2006 3:45 154 KB Wed 11/15/2006 3:21 2 KB
	direction of John Washburn and Hutchin Sarah will not be in today. Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company McGuire Important Timesheet and Payroli Processing Information Cowan Lisa FILE SCANNED 62878 09766 YOUR FILES ARE SCANNED <end> Stokes J FW: Cancellation Requests - Correspondence Screening Sakie, can I get the updated cancellation spreadsheet? The techs should have it updated by now. Thanks. Jacinth Hutchinso Cancellation Requests - Correspondence Screening Carol and Sakie:</end>	Fri 11/17/2006 9:0 3 KB Wed 11/15/2006 3:45 154 KB Wed 11/15/2006 3:21 2 KB Wed 11/15/2006 1 6 KB
	direction of John Washburn and Hutchin Sarah will not be in today. Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company McGuire Important Timesheet and Payroli Processing Information Cowan Lisa FILE SCANNED 62878 09766 YOUR FILES ARE SCANNED <end> Stokes J FW: Cancellation Requests - Correspondence Screening Sakie, can I get the updated cancellation spreadsheet? The techs should have it updated by now. Thanks. Jacinth Hutchinso Cancellation Requests - Correspondence Screening Carol and Sakie: Please forward all requests for cancellation to Corliss for handling.</end>	Fri 11/17/2006 9:0 3 KB Wed 11/15/2006 3:45 154 KB Wed 11/15/2006 3:21 2 KB Wed 11/15/2006 1 6 KB
	Hutchin Sarah will not be in today. Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company McGuire Important Timesheet and Payroli Processing Information Cowan Lisa FILE SCANNED 62878 09766 YOUR FILES ARE SCANNED <end> Stokes J FW: Cancellation Requests - Correspondence Screening Sakie, can I get the updated cancellation spreadsheet? The techs should have it updated by now. Thanks. Jacinth Hutchinso Cancellation Requests - Correspondence Screening Carol and Sakie: Please forward all requests for cancellation to Corliss for handling. This revised work distribution will be in effect from today through January 1, 2007. Nowel Ka RE: Dr. Charles Roller #63668</end>	Fri 11/17/2006 9:0 3 KB Wed 11/15/2006 3:45 154 KB Wed 11/15/2006 3:21 2 KB Wed 11/15/2006 1 6 KB
· ·	Hutchin Sarah will not be in today. Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company McGuire Important Timesheet and Payroli Processing Information Cowan Lisa FILE SCANNED 62878 09766 YOUR FILES ARE SCANNED <end> Stokes J FW: Cancellation Requests - Correspondence Screening Sakie, can I get the updated cancellation spreadsheet? The techs should have it updated by now. Thanks. Jacinth Hutchinso Cancellation Requests - Correspondence Screening Carol and Sakie: Please forward all requests for cancellation to Corliss for handling. This revised work distribution will be in effect from today through January 1, 2007.</end>	Fri 11/17/2006 9:0 3 KB Wed 11/15/2006 3:45 154 KB Wed 11/15/2006 3:21 2 KB Wed 11/15/2006 1 6 KB Wed 11/15/2006 9:41 5 KB
· ·	Hutchin Sarah will not be in today. Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company McGuire Important Timesheet and Payroli Processing Information Cowan Lisa FILE SCANNED 62878 09766 YOUR FILES ARE SCANNED <end> Stokes J FW: Cancellation Requests - Correspondence Screening Sakie, can I get the updated cancellation spreadsheet? The techs should have it updated by now. Thanks. Jacinth Hutchinso Cancellation Requests - Correspondence Screening Carol and Sakie: Please forward all requests for cancellation to Corliss for handling. This revised work distribution will be in effect from today through January 1, 2007. Nowel Ka RE: Dr. Charles Roller #63668 Don't worry, I already had it taken care of. I forgot that you were out yesterday. Thanks!</end>	Fri 11/17/2006 9:0 3 KB Wed 11/15/2006 3:45 154 KB Wed 11/15/2006 3:21 2 KB Wed 11/15/2006 1 6 KB Wed 11/15/2006 9:41 5 KB
· ·	Hutchin Sarah will not be in today. Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company McGuire Important Timesheet and Payroli Processing Information Cowan Lisa FILE SCANNED 62878 09766 YOUR FILES ARE SCANNED <end> Stokes J FW: Cancellation Requests - Correspondence Screening Sakie, can I get the updated cancellation spreadsheet? The techs should have it updated by now. Thanks. Jacinth Hutchinso Cancellation Requests - Correspondence Screening Carol and Sakie: Please forward all requests for cancellation to Corliss for handling. This revised work distribution will be in effect from today through January 1, 2007. Nowel Ka RE; Dr. Charles Roller #63668 Don't worry, I already had it taken care of. I forgot that you were out yesterday. Thanks! Stokes J Sarah will not be in today. Jacinth E, Stokes</end>	Fri 11/17/2006 9:0 3 KB Wed 11/15/2006 3:45 154 KB Wed 11/15/2006 3:21 2 KB Wed 11/15/2006 1 6 KB Wed 11/15/2006 9:41 5 KB
· ·	Hutchin Sarah will not be in today. Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company McGuire Important Timesheet and Payroli Processing Information Cowan Lisa FILE SCANNED 62878 09766 YOUR FILES ARE SCANNED <end> Stokes J FW: Cancellation Requests - Correspondence Screening Sakie, can I get the updated cancellation spreadsheet? The techs should have it updated by now. Thanks. Jacinth Hutchinso Cancellation Requests - Correspondence Screening Carol and Sakie: Please forward all requests for cancellation to Corliss for handling. This revised work distribution will be in effect from today through January 1, 2007. Nowel Ka RE: Dr. Charles Roller #63668 Don't worry, I already had it taken care of. I forgot that you were out yesterday. Thanks! Stokes J Sarah will not be in today. Jacinth E. Stokes Underwriting Support Manager</end>	Fri 11/17/2006 9:0 3 KB Wed 11/15/2006 3:45 154 KB Wed 11/15/2006 3:21 2 KB Wed 11/15/2006 1 6 KB Wed 11/15/2006 9:41 5 KB
· ·	Hutchin Sarah will not be in today. Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company McGuire Important Timesheet and Payroli Processing Information Cowar Lisa FILE SCANNED 62878 09766 YOUR FILES ARE SCANNED <end> Stokes J FW: Cancellation Requests - Correspondence Screening Sakie, can I get the updated cancellation spreadsheet? The techs should have it updated by now. Thanks. Jacinth Hutchinso Cancellation Requests - Correspondence Screening Carol and Sakie: Please forward all requests for cancellation to Corliss for handling. This revised work distribution will be in effect from today through January 1, 2007. Nowel Ka RE; Dr. Charles Roller #63668 Don't worry, I already had it taken care of. I forgot that you were out yesterday. Thanks! Stokes J Sarah will not be in today. Jacinth E. Stokes Underwriting Support Manager ISMIE Mutual Insurance Company</end>	Fri 11/17/2006 9:0 3 KB Wed 11/15/2006 3:45 154 KB Wed 11/15/2006 3:21 2 KB Wed 11/15/2006 1 6 KB Wed 11/15/2006 9:41 5 KB Tue 11/14/2006 8:46 11 KB
· ·	direction of John Washburn and Hutchin Sarah will not be in today. Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company McGuire Important Timesheet and Payroll Processing Information Cowan Lisa FILE SCANNED 62878 09766 YOUR FILES ARE SCANNED <end> Stokes J FW: Cancellation Requests - Correspondence Screening Sakie, can I get the updated cancellation spreadsheet? The techs should have it updated by now. Thanks. Jacinth Hutchinso Cancellation Requests - Correspondence Screening Carol and Sakie: Please forward all requests for cancellation to Corliss for handling. This revised work distribution will be in effect from today through January 1, 2007. Nowel Ka RE: Dr. Charles Roller #63668 Don't worry, I already had it taken care of. I forgot that you were out yesterday. Thanks! Stokes J Sarah will not be in today. Jacinth E. Stokes Underwriting Support Manager ISMIE Mutual Insurance Company Maddock New Business Applications Hi Sakie-</end>	Fri 11/17/2006 9:0 3 KB Wed 11/15/2006 3:45 154 KB Wed 11/15/2006 3:21 2 KB Wed 11/15/2006 1 6 KB Wed 11/15/2006 9:41 5 KB Tue 11/14/2006 8:46 11 KB Mon 11/13/2006 5:13 7 KB
· ·	direction of John Washburn and Hutchin Sarah will not be in today. Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company McGuire Important Timesheet and Payroli Processing Information Cowan Lisa FILE SCANNED 62878 09766 YOUR FILES ARE SCANNED <end> Stokes J FW: Cancellation Requests - Correspondence Screening Sakie, can I get the updated cancellation spreadsheet? The techs should have it updated by now. Thanks. Jacinth Hutchinso Cancellation Requests - Correspondence Screening Carol and Sakie: Please forward all requests for cancellation to Corliss for handling. This revised work distribution will be in effect from today through January 1, 2007. Nowel Ka RE: Dr. Charles Roller #63668 Don't worry, I already had it taken care of. I forgot that you were out yesterday. Thanks! Stokes J Sarah will not be in today. Jacinth E. Stokes Underwriting Support Manager ISMIE Mutual Insurance Company Maddock New Business Applications</end>	Fri 11/17/2006 9:0 3 KB Wed 11/15/2006 3:45 154 KB Wed 11/15/2006 3:21 2 KB Wed 11/15/2006 1 6 KB Wed 11/15/2006 9:41 5 KB Tue 11/14/2006 8:46 11 KB Tue 11/14/2006 8: 4 KB Mon 11/13/2006 5:13 7 KB the Outlook Form for any of them.

Scott Sakie

ĮC	2 9 France: Subject 18 3	streceived Tiste
	Fowler Ron PUMA Executable 4.1	Wed 8/23/2006 9:51 AM 3 KB
	When you logged in this morning, you should have received PUMA version 4.1. This version in ImageRight buttons have been moved to the top toolbar Opening up ImageRight will open the policy in the UWTG drawer instead of the UPU drawer	ncludes:
	Majerik C New Employee Announcement	Mon 8/21/2006 9:13 AM 4 KB
	We are pleased to announce the addition of the following new employee: David Bentley has joined ISMS/ISMIS/ISMIE Mutual as Professional Liability Analyst in the Clair direction of Chris Leone and	• •
1 4	Majerik C New Employee Announcement	Mon 8/21/2006 9:07 AM 4 KB
	We are pleased to announce the addition of the following new employee; Rita LePard has joined ISMS/ISMIS/ISMIE Mutual as Education Staff Specialist in the Education direction of Marcella Hollinger	n Division. She is working under the
,	, ⊌ Hutchinso Broker E-Mail Addresses	Thu 8/17/2006 4:18 PM 31 KB
	All of our current broker e-mail addresses may now be added to your Outlook address book. At to do it. Any changes to the master list will be updated by Gina.	ttached is a document which explains how
	Majerik Employee Promotion	Thu 8/17/2006 12: 3 KB
	We are pleased to announce that Emily Logue has been promoted to Senior Professional Liability been with ISMS/ISMIS/ISMIE Mutual since August 2004, most recently as Professional Liability Please jol	hy Analyst in the Claims Division. Emily has
	Majerik Employee Departure	Wed 8/16/2006 11 3 KB
	Davis DeNazarie of Internal Audit has left employment with ISMS/ISMIS/ISMIE Mutual. Please 2406. C: Harold L. Jensen, M.D.	refer calls to Jim Skinner at extension
ı	Majerik C.,. New Employee Announcement	Thu 8/10/2006 10:03 4 KB
	We are pleased to announce the addition of the following new employee: Laurie Peacock has joined ISMS/ISMIS/ISMIE Mutual as Director, Media Relations and Officer Office is working under the dir	
	Hutchin Additional Temp Secretary	Tue 8/8/2006 5:32 3 KB
	Joe Madura has returned from England and will be working with us for a few months. He will sit in the cubicle outside of Robin's office. Laura C. Hutchinson	
4	Majerik C Employee Promotion	Tue 8/8/2006 9:07 AM 3 KB
	We are pleased to announce that Henry Naditz has been promoted to Senior Programmer Analy Henry has been with ISMS/ISMIS/ISMIE Mutual since July 1999, most recently as Programmer / Please join us in cong	st in the Information Systems Division. Analyst,
	Majerik Employee Promotion	Tue 8/1/2006 11:5 3 KB
	We are pleased to announce that Jamie Donovan has been promoted to Underwriter in the Under ISMS/ISMIS/ISMIE Mutual since March 2002, most recently as Underwriting Trainer. Please join us in congratulating Jamie	erwriting Division. Jamie has been with
.		Fri 7/28/2006 11:26 AM 63 KB
	Please make a note on the list that Advocate wants the certs for each of their locations produced From: Hutchinson Laura	d in alpha order for Renewal 2007.
_1	Majerik Employee Promotion	
	We are pleased to announce that Jenifer Haas has been promoted to Senior Professional Liability has been with ISMS/ISMIS/ISMIE Mutual since July 2003, most recently as Professional Liability Please jo	Wed 7/19/2006 3: 3 KB Analyst in the Claims Division. Jenifer Analyst.
_1	Majerik Employee Departure	Mon 7/10/2006 10: 3 KB
	Jennifer Syslo of Claims has left employment with ISMS/ISMIS/ISMIE Mutual. Please refer calls to co: Harold L. Jensen, M.D. Alfred J. Clementi, M.D.	to Steve Warren at extension 2453.
	Majerik Employee Departure	Mon 7/10/2006 10: 3 KB
	Laura Peterson of Education has left employment with ISMS/ISMIS/ISMIE Mutual. Please refer c 6442.	ails to Marcella Hollinger at extension
_ 1	cc: Harold L. Jensen, M.D.	7
<u>-</u>	We are pleased to announce that Kerl Staley has been promoted to Project Manager in the Informality ISMS/ISMIS/ISMIE Mutual since November 2002, most recently as Senior Programmer / Ana Please join us in con	Thu 7/6/2006 9:14 3 KB mation Systems Division. Keri has been alyst.
	Majerik Employee Promotion	Thu 7/6/2006 9:04 3 KB
	We are pleased to announce that Theresa Manyik has been promoted to Senio / Programmer Anal Theresa has been with ISMS/ISMIS/ISMIE Mutual since June 2001, most receiptives Programmer Please join us in	iyst in the Information Systems Division. - Analyst.

	Case 1.00-cv-01437Document 6-3	Page 103 01 130
I D	Caromin Esubject and the subject of	Witnestven W. Size V
	Majerik Employee Promotion \	Tue 4/11/2006 8:3 3 KB
	We are pleased to announce that Brian Murphy has been promoted to Senior Risk Manage Division. Brian has been with ISMS/ISMIS/ISMIE Mutual since world 2000, most recently a Please jo	ement Specialist In the Risk Management as Risk Management Specialist.
	Hutchinso Conversion of 4 Sided Files	Mon 4/3/2006 3:32 PM 4 KB
	Please look for references to "Letter #1, Letter #2, Letter #3" on the 4 sided files. If you find any, they must be indicated on the 6 sided files you are converting to. NOTE: After all the conversions and prepping are done, we will nee	v
منہ	Hutchinso Spreadsheets	Fri 3/31/2006 5:27 PM 3 KB
:	Sakle: From now on please give Jacinth the cancellation and part-time spreadsheets each Monda Laura C. Hutchinson	.
	Hutchin, Sarah will not be in today.	Tue 3/28/2006 8:5 3 KB
	Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company	
-	Gentile-K New Employee Announcement	Fri 3/24/2006 9:43 AM 6 KB
	We are pleased to announce the addition of the following new employees: / Laura Peterson has joined ISMS/ISMIS/ISMIE Mutual as Education Staff Specialist in the E direction of Marcella Hollinger and is sta	ducation Division. She is working under the
	# Hutchinso FW: End of Day Distribution Procedure	Fri 3/17/2006 12:01 PM 73 KB
	Please keep for your reference. Laura C. Hutchinson Assistant Vice President, Underwriting	
ž	Majerik C Employee Promotion	Wed 2/8/2006 12:03 PM 3 KB
	We are pleased to announce that Jacinth Stokes has been promoted to Underwriting Supp Jacinth has been with ISMS/ISMIS/ISMIE Mutual since March 1999, most recently as Under Please join us in congratula	ort Manager In the Underwriting Division. erwriter.
4	Majerik C Employee Promotion	Wed 2/8/2006 12:00 PM 3 KB
	We are pleased to announce that Michi Smith has been promoted to Difector, Underwriting with ISMS/ISMIS/ISMIE Mutual since August 1992, most recently as Underwriting Manage Please John us in congratulatin	g in the Underwriting Division. Michi has been r.
	Majerik C.,. Employee Promotion We are pleased to announce that Keith Evans has been promoted to Senior Director, Unde Underwriting Division. Keith has been with ISMS/ISMIS/ISMIE Mutual since October 1989.	Wed 2/8/2006 11:57 AM 3 KB rwriting and Business Development in the most recently as Director, Business Deve
,	Majerik C New Employee Announcement	Fri 2/3/2006 9:32 AM 4 KB
	We are pleased to announce the addition of the following new ethic love: Helen Hoesley has joined ISMS/ISMIS/ISMIE Mutual as Secretary to vice President in the I the direction of Jim Skinne	internal Audit Division. She is working under
4	Majerik C Employee Departure	Thu 2/2/2006 8:54 AM 3 KB
	Dan Deutschman of Claims has left employment with ISMS/ISMIS/ISMIE Mutual. Please re cc: Harold L. Jensen, M.D. Alfred J. Clementi, M.D.	efer calls to Tom Witham at extension 3026.
	Majerik Employee Departure	Mon 1/23/2006 2:5 3 KB
	Frode Brudvik of Underwriting has left employment with ISMS/ISMIS/ISMIE Mutual. Please 2451. cc: Harold L. Jensen, M.D.	e refer calls to Shella Coghlan at extension
	Majerik C Employee Position Change	Mon 1/16/2006 9:43 AM 3 KB
	Nelle Bradley has changed job positions to Risk Management Office Assessment and Meetir Division. Nelle has been with ISMS/ISMIS/ISMIE Mutual since June 2005, most recently as	ng Coordinator in the Risk Management
4	Majerik C Employee Promotion	Mon 1/16/2006 9:27 AM 3 KB
	We are pleased to announce that Ingrid Hubbard has been promoted to Risk Management Division. Ingrid has been with ISMS/ISMIS/ISMIE Mutual since January 2003, most recent	y as Office Assessment Coordinator
	Majerik C New Employee Announcement	Fri 1/6/2006 2:13 PM 7 KB
B1(B)	We are pleased to introduce Mr. Richard R. King who has loyled our organizations in the ca of ISMS and ISMIE Mutual. Mr. King brings to ISMS and ISMIE extensive credentials and a	wealth of experience in I
4	Majerik C New Employee Announcement	Wed 1/4/2006 12:07 PM 4 KB
	We are pleased to announce the addition of the following new lengtoyee: Julie Powers has joined ISMS/ISMIS/ISMIE Mutual as Secretary to Vice President in the Hea She is working under the dir	alth Policy Research and Advocacy Division.
4	Majerik C.,. Employee Departure	Wed 1/4/2006 8:40 AM 3 KB
	Bill Burns of Claims has left employment with ISMS/ISMIS/ISMIE Mutual. Please refer calls cc: Harold L. Jensen, M.D. Alfred J. Clementi, M.D.	• "

ם פ	From Subject	Received T Size Y
4	Smith Car Correspondence????	Mon 11/13/2006 2:01 2 KB
	I have received in the underwriting mail workflow four pages (9 through 12) of an application. The came from is that it was faxed from a Kinkos in Plainfield. If any one has an idea of what policy this	only clue from whom this information swould bel
من	Nowel Ka FW: Dr. Charles Roller #63668 Hi Sakie,	Mon 11/13/2006 9:39 8 KB
	I just got a call on this, the office is requesting proof of coverage. If you could reinitialize the policy Thanks!	this morning, I would appreciate it.
÷	Nowel Ka Dr. Charles Roller #63668 HI Sakle,	Fri 11/10/2006 3:59 PM 5 KB
	Can you reinitialize this policy and let Tanya know when its complete? His new business submission AR in PUMA.	is ok to accept. I have completed an
ij.	Cowan Lisa file scanned 25978 <end></end>	Fri 11/10/2006 1:25 PM 2 KB
ı	Majerik C New Employee Announcement We are pleased to announce the addition of the following new employee:	Thu 11/9/2006 8:05 AM 4 KB
	David Wichmann has joined ISMS/ISMIS/ISMIE Mutual as Controlled in the Finance Division. He is Gross and is stationed on the	working under the direction of Bud
\Box	Majerik Employee Promotion	Wed 11/8/2006 4: 4 KB
	We are pleased to announce that Nicole Dykas has been promoted to Senor Professional Liability Ar has been with ISMS/ISMIS/ISMIE Mutual since November 2004, most receivily as Professional Liabili Please j	nalyst in the Claims Division. Nicole ity Analyst.
4	Gentile-K Holiday Event	Wed 11/8/2006 11:27 9 KB
	Please join us for lunch, fun, music, dancing, and gifts to celebrate the holiday season! Where: The Mid America Club (located in the Aon Building) 200 East Randolph Drive	
+	Cowan Lisa SCANNED FILES 62816 32430 <end></end>	Tue 11/7/2006 3:43 PM 2 KB
	Cowan Lisa FILE SCANNED	Mon 11/6/2006 7:56 AM 2 KB
₩.	GOOD MORNING YOUR FILE IS SCANNED 38584 <end></end>	
	Maddock New Business Applications	Thu 11/2/2006 3:01 PM 7 KB
	Hi Sakie- Here is a list of New Business Applications I completed while you were out. I was unable to submit My Outlook won't do that for some reason. I'll have to ask you who to call to fix it when you get ba	the Outlook Form for any of them.
÷	Cowens B RE: Autumn Sheese-63716 NO	Thu 11/2/2006 10:33 4 KB
	From: Scott Sakie	1100
_1	Majerik Employee Promotion	Thu 11/2/2006 8:4 4 KB
	We are pleased to announce that Tracey Printen has been promoted to Assistant Director in the Head Division. Tracey has been with ISMS/ISMIS/ISMIE Mutual since October 2001, most recently as Resplease jo	alth Policy Research and Advocacy search Associate.
	Cowan Lisa file scann 50250 16101 <end></end>	Wed 11/1/2006 11:38 1 KB
		10 m 10 m
	Cowan L reopened file	Mon 10/30/2006 4: 2 KB
_	62330 this is scanned <end></end>	
لوس	RightFa Your fax has been successfully sent to Kathy Mecham at 1-618-244-3832.	Mon 10/30/2006 2: 635 B
_	Your fax has been successfully sent to Kathy Mecham at 1-618-244-3832.	
	Time: 10/30/2006 2:30:55 PM	Ed 10/27/2006 4-54 DM - 5 VP
ų.	Cowan Lisa REOPENED FILE SCAN	Frl 10/27/2006 4:54 PM 5 KB
	HI Sakie These files are scanned 08918 62815	_
1	Hutchin FW: Hunt Line Adjustments	Fri 10/27/2006 11: 6 KB
	We can now return to normal	
	The Techs are back in hunt and the Specialists can be out.	
<u> </u>		Wed 10/25/2006 11:5 4 KB



Scott Sakie

From:

Hutchinson Laura

Sent:

Friday, August 17, 2007 5:19 PM

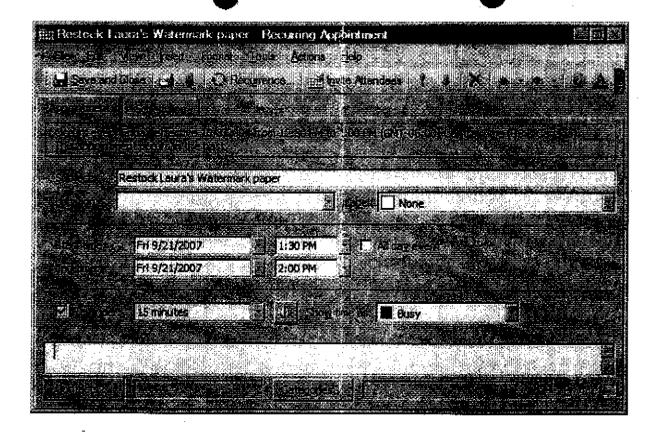
To:

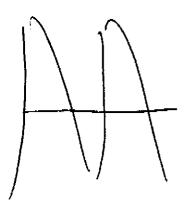
Scott Sakie

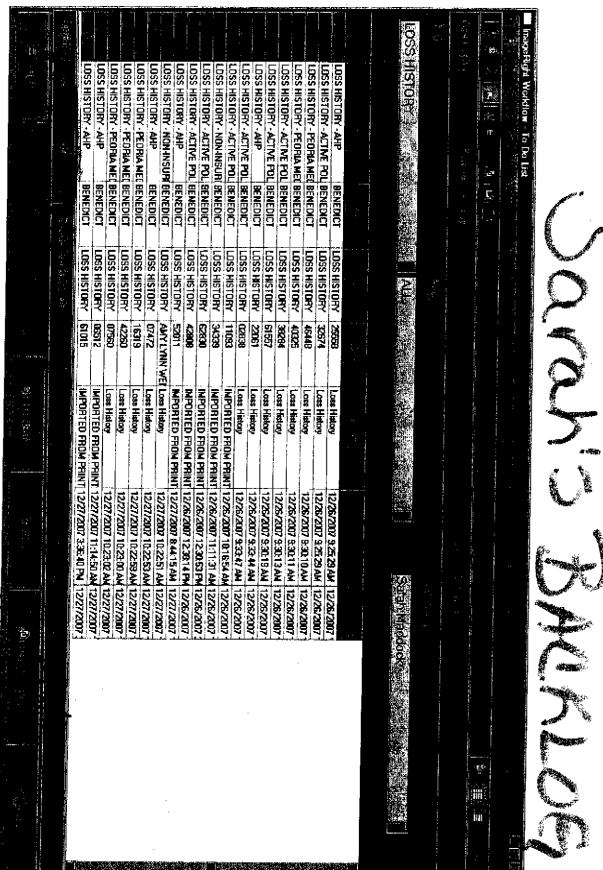
Subject: Typewriter

Please move the typewriter from the Library to the cubicle behind you. ordinal

Laura C. Hutchinson Assistant Vice President, Underwriting ISMIE Mutual Insurance Company 312.580.6458 (Direct) 312.782.2023 (Fax)







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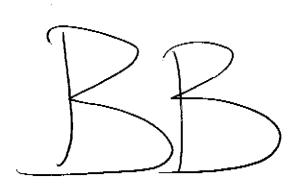
Active Tasks Flow: LOSS HISTORY Step: ALL User: Sarah Maddock

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15941 HAVEN AVENUE - ORLAND HILLS, IL 60487 PHONE 708-307-2455 OR (708) 460-8298 · E-MAIL WHBLAKE@GMAIL.COM

WILLIAM H. BLAKE

OBJECTIVE

To obtain a position in the business of insurance, in order to increase my knowledge of the industry and allow me to apply my education towards future positions in the field

RELATED EXPERIENCE

June 2004-August 2004 Naperville, Illinois

James, Gustafson, & Thompson, Ltd

Legal Assistant

- Typed up subpoenas
- Filed motions at the Cook County, Will County, and DuPage County courthouses
- Created organized records of pleadings from previous cases

EDUCATION

August 2003- May 2005

University of Illinois at Urbana-Champaign

Urbana, Illinois

Bachelor of Science in Political Science

Grade Point Average: 3.02/4.0

August 2001- May 2003

University of Illinois at Chicago

Chicago, Illinois

OTHER EXPERIENCE

Sept 2006- present Downers Grove, Illinois

Midwest Bank & Trust Company

Universal Banker

- Functioning as both a teller and a personal banker
- Providing high quality customer service through processing financial transactions as well as referring customers to bank services
- Opening new depository and certificate accounts

Aug 2002 - Sept 2006

4 yrs Orland Park, Illinois

Bakers Square

Server

Communicated with customers and co-workers to provide the best possible dining experience

CCTY

722 Ward Parkway, Apt. 201 Kansas City, MO 64112 312-545-6207

EMPLOYMENT

ISMIE MUTUAL INSURANCE COMPANY

Underwriting Technician - May 1998 - July 13, 2007

Provide administrative support for the two Assistant Vice Presidents, Technical and Administrative of Underwriting. Duties include: processing and proofreading reports and correspondence; maintain vital statistical reports including the Closed Claim Reporting system. Prepare agendas and distribute reports for PREP Committee and Committee on Underwriting while coordinating with Meeting Services for the smooth flow of those meetings. I maintain and distribute insurance policies and billing to our policyholders for Professional Liability Insurance and Employment Practice Liability Insurance. Screen Incoming PREP materials (QR's, Closed Claim Reports) and set-up Risk Management Records. Provides direct customer service to policyholders by guiding incoming phone calls on the hunt line. Provide back-up to the Secretary of the Vice President of Underwriting.

EVEREN SECURITIES

Administrative Assistant - March 1997 - April 1998

Administrative support for the two Vice Presidents of Corporate Technology and their direct reports. I planned their daily calendar. Set-up meetings, took minutes at the meetings and followed-up on any action items. Met with potential vendors. Made travel arrangements, did their expense reports and other administrative duties when needed. Receptionist duties. Kept supplies for a department of 60 people as well as providing staff support. Responsible for providing daily and monthly Open Ticket Reports.

IVY APARTMENTS - SENIOR RETIREMENT HOME

Night Time Office Manager/Assistant to the Director - November 1997 - April 1998 (Part-Time)

Responsible for night time security. Monitoring the emergency call button that each resident had in their apartment. Receptionist duties. Receive incoming rent checks, sort the mail. Assist the nursing staff with residents on an as needed basis.

INFORMATION RESOURCES

Manager - National Product Library - May 1989 - June 1996

Managed the day to day operations of the department. Responsible for over 200 clients. Responsible for the on time completion of imaging and quality control of all images going into the National Product Library as well as Inventory Control. Trained new personnel on image taking, all aspects of photography. Did on site photo shoots for clients. Responsible for opening a new office in Arkansas. I did the hiring and firing of personnel when needed.

UNITED STATES AIR FORCE - Administrative Assistant/Law Enforcement Specialist- 1979 - 1985

EDUCATION

Chicago School of Insurance - Introduction to Underwriting - 2000 American Management Association - The Efficient Assistant - 1999 University of Maryland - Political Science - 1980 - 1985

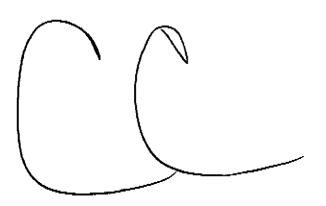
I attended college while I was in the Air Force stationed at Dover AFT, Delaware and continued my education while overseas at Ramstein AFB, Germany.

Butler High School - Graduated 1978

SKILLS

- Power Point, Harvard Graphics, Visio, and Adobe Photoshop.
- Corel Work Perfect, Lotus 123 and Excel. MS Office 2000.
- I had worked in the accounting departments of an Import Company and for the Teachers Association.
- Attended several management and administrative classes and seminars while in the Air Force and working as Manager of Information Resources.
- I'm a certified CPR instructor and trained in home health care.

(7/12/07)



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Daniello, Theresa K	Dancy, Samantha	Cowens, Brenda	Cowan, Lisa D	Correa, Maria R	Cook, Gail B	Combes, Lisa Marie T	Coghlan, Sheila B	Clinkert, Jr., William L	Clement, Katherine	Chmielewski, Eileen	Che, Peter	Carli, Giovanna		Calhoun, Evelyn	Byrne, Laura M	Burnett, Alison A	Bules, Gina	Bukowiecki, Joanne	Brubaker, Sharon	Brattstrom, Maria Veronica	Name
231 Hillcrest Avenue, Addison, IL 60101	6221 S. Morgan, Chicago, IL 60621	15516 S. Drexel, Dolton, IL 60419	2352 East 70th Street, Apt. 3E Chicago, IL 60649	1912 Nottingham Road, Woodridge, IL 60517	465 Turtle Dove Dr., Sherman, IL 62684	525 W. Hawthorne Place, #208 Chicago, IL 60657	17341 Grange, Orland Park, IL 60462	1365 N. County Line Road, Michigan City, IN 46360	2431 Oakland Circle, Apt. A. Morris, IL. 60450	123 Harrington Ave., Apt. 1B Crown Point, IN 46307	210 Coyote Trail, Cary, IL 60013	10528 Ridge Cove, Unit 22A Chicago Ridge, IL 60415	5532 S. Everett, Chicago, IL 60637	14129 Parrish Avenue, Cedar Lake, IN 46303	10923 S. Longwood Drive, #3 Chicago, IL 60643	1624 S. Noble Ave., Springfield, IL 62704	1811 N. 72nd Court, Elmwood Park, IL 60707	6835 Forestview Drive, Oak Forest, IL 60452	3307 W. 78th Place, Merrillville, IN 46410	17949 Hood Avenue, Homewood, IL 60430	Address
(630)941-9145	(773)470-6303	(708)849-7689	(773)955-8935	(630)541-8478	(217)496-3399	(773)975-5680	(708)479-8905	(219)210-3356	(815)955-5950	(219)472-1713	(847)830-6881	(708)361-9697	(773)752-2763	(219)374-9894	(708)612-3977	(217)787-6679	(708)583-0415	(708)535-9562	(219)736-0501	(708)960-4066	Phone
Daniello, Chuck			Cowan, Alexander	Соптеа, Магс			Green, Brace	Clinkert, Lynne			Che, Nee pen-lin			Calhoun, Joey			Bules; Rick	Bukowiecki, Kenneth	Brubaker, Demis	Brattstrom, Sandor	Spouse

Address

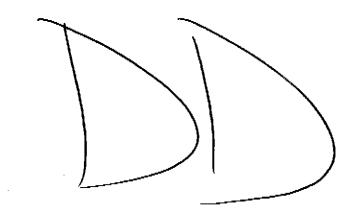
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Monday, November 26, 2007

Holiday Address List

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990 Brittin Place, Sherman, IL 62684	14151 Chicago Bloomington Tr., Lockport, IL 60491	302 Uvedale Rd., Riverside, IL 60546	924 N. Noble St., Apt. 2R. CHICAGO, IL 60622	15941 Haven Avenue, Orland Park, IL 60487	3026 N. Halsted, #3C Chicago, IL 60657	1111 South Laflin, Unit # 1604 Chicago, IL 60607	11237 Heather Dr., Dawson, IL 62520	2300 Windsor Mall, Park Ridge, IL 60068	1239 N Race, Arlington Heights, IL 60004	1154 Cougar Run, Manteno, IL 60950	14222 S. La Salle St., Riverdale, IL 60670	1660 N. LaSalle Drive, Apt. 2012 Chicago, IL 60614	1032 Lakewood Drive, Bartlett, IL 60103	1426 West Carmen, Chicago, IL 60640	5828 Webster Street, Downers Grove, IL 60516	910 Suffield, Northbrook, IL 60062	48 Dogwood Court, Calumet City, IL 60409	Address
(217)496-2911	(708)301-0225	(708)442-7422	(773)339-7598	(708)460-8298	(309)648-8282	(312)733-5379	(217)364-9258	(847)698-2734	(847)463-6122	(815)468-7198	(708)250-8218	(312)440-9927	(630)289-7233	(773)275-8156	(630)810-0196	(847)272-8559	(708)849-5894	Phone
Bosie, Steve	***	Block, Joanna				Douse, Jerome	Bennett, Michael D.		Benbennick, Brenda	Beguiristain, Carlos M.			Argyris, Pamela	Miller, Bruce J.	King, Carole	•		Spouse



Underwriting Incoming Work Report 2006

Date: 2/6/07
To: Alan J. Allphin
From: Laura C. Hutchinson
Subject 2006 INCOMING WORK REPORT

94693	6350	7379	7679	6988	8714	7909	8392	8668	7678	8453	8232	8164	TOTALS
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204	18	7	17	9	10	6	21	25	28	22	23	19	PREP Submissions
719	35	38	13	ហ	49	16	33	22	41	215	222	30	Corp/Clinic Renewal Apps
618	10	41	23	39	23	25	167	89	29	71	72	48	BORs
806	37	51	20	15	90	85	2	63	61	100	122	78	Returned Mail
667	50	33	27	46	52	50	50	80	80	97	50	58	Premium Adjustments
512	17	33	=	21	28	49	71	26	16	77	106	57	Premium Finance Issues
1212	135	72	180	62	53	109	98	85	132	126	. 33	127	Premium Checks
41	0	2	0	4	4	0	2	51	8	4	8	4	New Business Kits
15442	913	1397	1296	1323	1893	1250	657	1404	1372	1272	1489	1176	Loss History Letters
1397	207	255	286	53	110	87	99	73	88	60	29	50	E-Mails to UWTG
10892	420	440	776	787	848	865	878	1341	820	1061	1393	1263	Incoming Faxes
5367	585	807	284	249	791	478	432	193	461	420	300	367	Correspondence
1127	2	49	71	85	73	128	143	159	101	65	8	72	New Business Applications
55689	3889	4154	4675	4316	4691	4761	5657	5103	4441	4863	4324	4815	incoming Telephone Calls
Totals	Dec	Nov	ς Ος	Sep	Aug	'n	Jun	May	Apr	Mar	Feb	Jan	

oc: Coghlan Evans Smith Stokes

CERTIFICATE OF SERVICE

1,		, have read
the foregoing Comp of day May, 20	laint and certify that I have served the sa	ame by hand delivery on
0.11.0		
Sakie Scott, pro se		
	Subscribed and sworn to on Notary Public	day of May, 2008

Sakie Aneshia Scott 669 Clyde Avenue #2N Calumet City, IL 60409 (708) 979-8253 sakiescott@hotmail.com

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ISMIE MUTUAL INSURANCE COMPANY ILLINOIS STATE MEDICAL INSURANCE SERVICES, INC. ILLINOIS STATE MEDICAL SOCIETY

Position Title:

Underwriting Technician

Status:

Non-Exempt

Division:

Underwriting

Reports to:

Underwriting Manager or Assistant Vice President

Basic Function

Provides technical assistance with appropriate approval and insures that day-to-day activities are handled in a timely manner.

Specific Position Responsibilities

- General technical support.
- · Processes simple new business applications upon approval of the Underwriting Specialist and issues required documentation.
- · Processes individual quotes.
- · Processes non-premium bearing changes.
- · Process all Action Requests by the Underwriters, and completes and enters the Broker of Record Letters and Checklist.
- · Processes Moonlighting Resident and Off-Cycle no change renewals and pre-renewal projects as needed.
- Processes Voluntary Cancellations and tail requests; handles survey letters for non-payments.
- · Reviews premium adjustments from Finance and checks received in the Division, determines and executes appropriate action,
- Responds to questions/complaints regarding Claim History Letters.
- · Manage requests for premium financing and acts as a liaison to the premium finance company.
- · Reviews policies canceled for non-payment of premium that request reinstatement of

- coverage; determines and executes appropriate action.
- · Prepare agendas, handle mailouts, coordinate meetings, and distribute reports for PREP and Committee on Underwriting.
- · Screen incoming PREP materials, maintain spreadsheets, statistical reports, and coordinate monthly board report.
- Provide back up to the secretary to the Vice President of Underwriting.
- · Additional responsibilities as required.

Internal Contacts

File Services, Claims, Finance, Risk Management, Internal Audit, Information Systems, Marketing, Administrative Planning and Business Development.

External Contacts

Physicians and their office staff or insurance representatives, other insurance carriers, brokers/agents, hospitals, and law firms.

Desirable Qualifications and Experience

High school or G.E.D Some college a plus. Two years of exposure in an Underwriting Division or experience in a similar position, preferably in professional liability. Proficiency in spreadsheets. MS-Windows, word processing software, the Internet, and other software experience necessary. Ability to perform all responsibilities with high quality and some independence while working in a team environment. Excellent organization and communication skills with professional telephone demeanor. Detail oriented, self-motivated, service oriented individual who enjoys a fast-paced, sometimes high-pressure job.

POSITION DESCRIPTION

ISMIE MUTUAL INSURANCE COMPANY ILLINOIS STATE MEDICAL INSURANCE SERVICES, INC. ILLINOIS STATE MEDICAL SOCIETY

Position Title:

Underwriting Secretary

Status:

Non-Exempt

Division:

Underwriting

Reports to:

Underwriting Manager or AVP, support as determined

Basic Function

To provide secretarial support services to the Underwriting Division.

Specific Position Responsibilities

- Provides support services to the Underwriting Staff which includes telephone backup, word processing, photocopying, faxing and preparation of clinic proposal folders and look up of
- Screens and processes Claim History and Certificates of Insurance requests for policyholders. • Screens new business applications, incoming correspondence and Underwriting Profile • Enter group profiles for the submission.
- Update forms; copies applications for mailing with policy documents.
- Accepting simple new business applications and mailing documents. Distributes computer output, processes requests for new business kits and other informational
 - materials and handles Certificate of Mailing letters.
- Maintains inventory of division's supplies and prepares purchase orders. • Establishes and maintains broker identification information for applicable policy computer • Enters policyholder data into the computer system (e.g., rate sheets, action requests).

 - Provides quality service to policyholders and staff.
 - Additional duties and responsibilities as required.

ROOSEVELT UNIVERSITY

In Cooperation With

THE NATIONAL CENTER FOR PARALEGAL TRAINING Chicago, Illinois



To all persons be it known that

has satisfied the requirements for the Generalist

course of study as offered by the

COLLEGE OF CONTINUING EDUCATION OF ROOSEVELT UNIVERSITY LAWYER'S ASSISTANT PROGRAM

In witness whereof we have caused our signatures to be hereunto affixed

Roosevelt University

College of Continuing Education

Mu President

The National Center for Paralegal Training



Sakie A. Scott

Objective

To secure a challenging position in a company that will afford me the opportunity to utilize my work experience and education.

Experience

09/2003-02/2008

Chicago State University

Chicago, IL

Grant Account ant (Part-time)

- Monitored budget on three grants in Student Support Services department.
- Responsible for AR/AP.
- Supervised part-time staff.
- Maintained schedule for Director.
- Interviewed students for grants.
- Arranged for special events.
- Created an Office Manual.

1998-2003

Law Firm/Arnold Flank Ltd.

Chicago, IL

Legal Assistant/Corporate Paralegal

- Prepared all real estate documents for commercial and residents closings.
- Prepared litigation documents.
- Billing.
- Worked with all vendors.
- Created an Office Manual.
- Arranged for court filings.
- Probate inventory.
- Liaison between the attorney and clients.
- Maintained all minute books for corporations, annual reports, bylaws, resolutions, minutes and other corporate documents....etc.

1993-1998

Chicago State University

Filed 05/05/200

Chicago, IL

Executive Assistant (Grant Positions)

Family Life Center Department

1994-1998

- Responsible for grant budget of \$205,000 and monthly distributions.
- Scheduled all meetings and travel arrangements for Director.
- Payroll and File Management.
- Supervised part-time personnel.
- Created office manual.
- Payroll.
- Accounts Payable and Receivable.
- Liaison between Director and outside community organizations.

Office of Sponsored Programs Department

1993-1994

- Typical clerical duties.
- Grant research for faculty.
- Created newsletter.
- Disseminated funding materials.

Education

1990 Roosevelt University

Chicago, IL

ABA Approved Certificate - Generalists Lawyers Assistant Program

2006 - South Suburban College

South Holland, IL

Medical Assistant and Biology Courses

GPA 3.0 - Communications

Credits: 56

Interests

Reading, arts and crafts, community work.

Office Experience:

- Microsoft Office Products:
- Excel, Word, Outlook, Power Point
- All versions of Word Perfect
- Timeslips
- QuatroPro
- Quicken
- ACT
- Typing 70 wpm



11 EAST ADAMS
SUITE 1100
CHICAGO, ILLINOIS 60603

ARNOLD M. FLANK, LIMITED

(312) 360-0527 FAX (312) 360-0547 E-MAIL AMFGOBLUE @AOL.COM

October 9, 2003

To Whom it may Concern:

Sakie Scott has been my Paralegal/Legal Secretary and Administrative Assistant for the past five years. During that time she managed my office - ordering supplies, maintaining my docket, controlling my document filing and retrieval system and occasionally prepared Invoices for me. She also has dealt resourcefully and adeptly with bureaucrats. She has been able to edit and modify the documents which I create, and, on occasion, she provides thoughtful insight as to the appropriate word or phrase. She has dealt with my clients, both to obtain information, and to answer their questions (without giving legal opinions) when I am not available. The clients feel comfortable dealing with her, and do not feel that they are being "shunted off" to someone else.

Sakie does not get flustered under pressure. She understands the need to drop what she is doing, and to adapt to the needs of my clients, who often have legal problems which must be addressed immediately.

Sakie has learned the requirements of a "corporate" and "estate planning" law practice. This means that she is able to organize the various parts of a transaction, and to make sure that all of the parts are in place before I submit a set of documents to a client. This skill is transferable to any situation where there are multiple parts that must necessarily be assembled to create a finished product for submission to a client. Sakie is able to work independently and meet deadlines. She also has paralegal corporate skills, and can prepare preliminary draft of estate planning documents.

I am sorry that the changing needs of my practice, and the relocation of my practice, will not allow me to bring Sakie with me when I move my office.

Very truly yours,

BY:

ARNOLD M. EKANK LIMITED

Ameld M. Flank, President

Scott Sakie

From:

Sent:

Scott Sakie Monday, October 24, 2005/1:34 PM

To:

Majerik Christine Tech Position

Subject:

Hi Chris, is there any documentation in my file as to why I didn't get the position? If so, may I see it please. Thanks.

Sakie Aneshia Scott

Underwriting Division Illinois State Medical Services, Inc. Twenty North Michigan Avenue Suite 700 Chicago, IL 60602 (312) 853-1617 (312) 782-2023 FAX